



**TRANSITION**  
TECHNOLOGIES

# **ITSM implementation**

## From consultation to ongoing support and development

Learn about the way we work  
with customers.

## **Our approach to ITSM implementation**

### **1 Understand your business goals**

With a comprehensive understanding of your business objectives, we can recommend and implement the ITSM processes and areas that will give the greatest value to your organization.

### **2 Establishment of a project team**

The team responsible for the implementation of ITSM consists of representatives from various groups and teams, including: IT, business and end users. A well-built team is the foundation of success.

### **3 Assessment of the current situation**

We assess the state of the current infrastructure and existing IT management processes. Based on this evaluation, we identify areas for improvement.

### **4 Defining the scope of implementation**

We determine which ITSM processes to implement and which services will be covered. **We recommend starting with the implementation of processes critical to the organization and gradually expanding the scope as organizational maturity builds.**

### **5 ITSM tool selection**

Guided by the defined needs of the client, we select the necessary ITSM tools for implementation, including modules and additional applications.

### **6 Preparation of employees**

Understanding ITSM roles, responsibilities and processes is crucial for proper functioning within an organization. Therefore, we prepare and conduct training for all process stakeholders.

### **7 Defining ITSM processes**

Collaborating with the client, we create definitions of the selected processes to ensure they meet expectations and deliver maximum business value.

### **8 Implementation and testing**

We implement defined processes and tools, conducting thorough testing, training and support to ensure they align with predefined assumptions.

## 9 Monitoring and measuring results

Together with the customer, we establish performance indicators and monitor implementation progress. Measuring results allows us to assess the effectiveness of ITSM implementation and necessary adjustments.

## 10 Continuous improvement

Recognizing that ITSM is an ongoing improvement process, we assist the customer in defining and implementing processes for regular, cyclical review and evaluation of our customer's implemented solutions, gathering feedback from end users to drive further improvements.

## 11 Communication and education

We assist in prepare information campaigns for employees of client organizations, promoting education focused on the benefits and added values of the implemented IT service management model.



“ **ITSM implementation is a complex process that requires the involvement of the entire organization.** ”

*The correct approach to implementation guarantees ultimate success measured in terms of real improvements in IT service management and business value delivery.*

**Paweł Brzózka**

Senior Project Manager

\_If you would like to learn more about ITSM and discuss your specific needs, please **contact us**. We look forward to partnering with you on the journey to **successful digital transformation**.

**\_Contact us!**

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