Technical -Approach

IT Service Management (ITSM)

What is ITIL?

> The Information Technology Infrastructure Library (ITIL) is a set of concepts and practices for Information Technology Services Management (ITSM), Information Technology (IT) development and IT operations.

> ITSM derives enormous benefit from a best practice approach as it is driven both by technology and the huge range of organizational environments in which it operates; it is in a state of constant evolution.

What could be benefits of ISO 20000 ?

Adopting ITIL can offer users a huge range of benefits that include:

> Improved IT services

> Reduced costs

> Improved customer satisfaction through a more professional approach to service delivery

> Improved productivity

> Improved use of skills and experience

> Improved delivery of third party service.

Introduction

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The Evolving 'Best Practices' for Service Management

Service Strategy

Helps IT organizations create strategies to improve and develop services Service Strategy over time

Service Design

Provides Best Practice for Design of IT Services and Processes

Service Transition

Demonstrates how IT organizations can best deliver services required by the end user, and manages the transition of new, modified services to production

Service Operation

Provides a methodology for delivering effective , consistent levels of Service Operation service to end users.

Continual Service Improvement

Offers best practices for anticipating the end user's needs and making appropriate service changes over time.
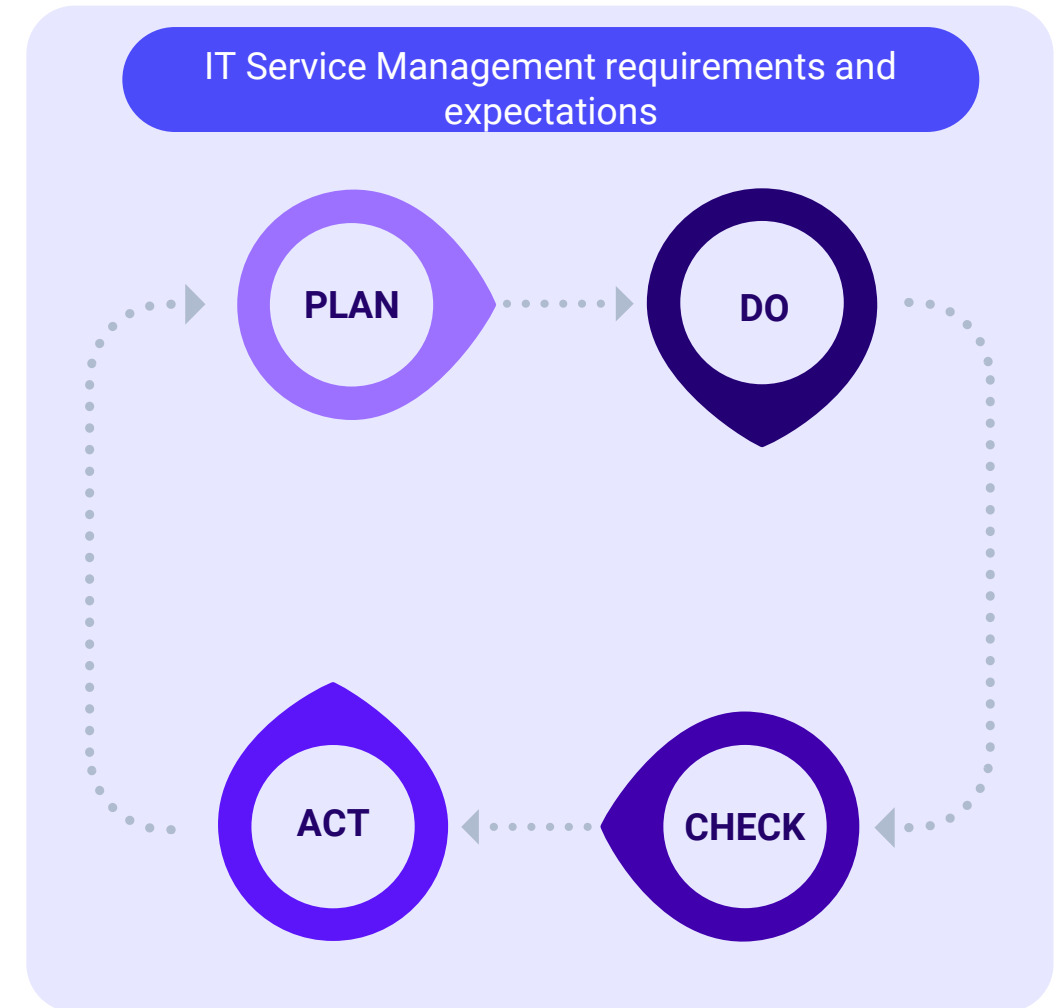
Proposed Methodology

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PDCA Approach

> Plan Phase – conduct gap analysis and provide road map for ISO 20000 implementation.

> Do Phase – Improve all ITSM documentation including policies and procedures, Risk analysis according to ISO 20000 and assist in implementation

> Check Phase – ITSM internal audits, coordination during certifying audit

> Act Phase – post audit follow-up (including CAPA reports and assistance in implementation to close the audit points)

IT Service Management requirements and expectations

PLAN

DO

ACT

CHECK

Our Approach

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Our Approach for ITSM

PHASE 1

PLAN

- Understand service management processes
- Finalize on the ITSM Scope
- Review of Control
- Perform 'As-Is' analysis Current State Assessment)
- Plan for ISO 20000 Implementation

PHASE 2

DO

- Perform ITSM Implementation Training
- Assist in Improving the Service Risk Management
- Review of IT Service Helpdesk
- Drafting necessary IT Service Policies, Procedures & Plans
- Assist in Implementation of Service Management Plan, Policy & Procedure

PHASE 3

CHECK

- Perform ITSM Internal Audit
- Discuss Internal Audit Findings with ITSM Coordinator
- Assist in preparing Audit Response Plan
- Prepare Corrective and Preventive Action Reports

PHASE 4

ACT

- Assist in implementation of Audit Response Plan

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Phase 1- Plan

Activities	Deliverables
• Understand the core and supporting business functions • Understand the scope of IT Services for customer base and their location; • Finalize on the ITSM Scope • Review security architecture and service architecture • Review existing documents like policies, procedures, forms etc related to ITSM, or other certifications achieved by the organization like ISO9000, if any • Perform 'As-Is' analysis (Current State Assessment)	• Gap Analysis Report including a broad roadmap for ITSM Improvement
Client Requirements	**Expected Duration**
• Provide Business Objectives, • Provide information on Critical business processes, critical IT Processes, Quality Processes • Existing P&P • Existing security processes, service processes and documentation	\<Based on Scope\>

Summary of Gap Analysis results by Area

	Number of Requirements	Qty Compliant	%	Qty Partially compliant	%	Qty Non-compliant	%	Qty Not Applicable
Security Policy	2	2	100	0	0	0	0	0
Organisation Of Information Security	11	11	100	0	0	0	0	0
Asset Management	5	3	60	2	40	0	0	0
Human Resources Security	9	7	78	2	22	0	0	0
Physical And Environmental Security	13	12	92	1	8	0	0	0
Communications And Operations	32	25	78	5	16	0	0	2
Access Controls	25	25	100	0	0	0	0	0
IS Acquisitions, Development And Maintenance	16	13	81	2	13	0	0	1
Info Security Incident Management	5	3	60	1	20	1	20	0
Business Continuity Management	5	5	100	0	0	0	0	0
Compliance	10	8	80	1	10	0	0	1
OVERALL RESULTS Qty	133	114		14		1		
OVERALL RESULT for Final Graphic Analysis	129	114 of 129	88%	14 of 129	11 %	1 of 129		

- Compliant — 55%
- Non-Compliant — 30%
- Not-Applicable — 13%
- Partially-Compliant — 15%
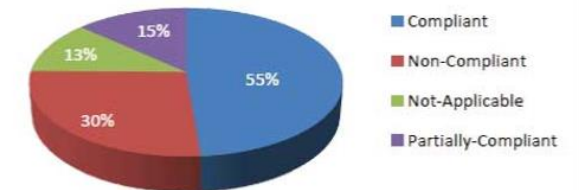
Figure 1 Compliance Dashboard

Phase 2- Do

Activities	Deliverables
• Performing ITSM Training • Reviewing existing asset management practices • Assist in improving the Service Risk Management ; • Control review of Service Helpdesk & mapping the same with requirements of ISO • 20000; • Improving necessary IT Service Management Policies & Procedures & necessary • plans • Assistance in improving of Service Management Policies & Procedures and related plans	• Finalize ITSM Documentation • Do Handholding in ITSM Improvement
Client Requirements	Expected Duration
• Documentation and Technical details where necessary	<Based on Scope>

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Service Management Awareness

01. About the Session

- Understand the basic Service Management concepts
- Know about specific policies
- Know our responsibilities towards information security
- Know what to do when an incident happens

02. Think about this

- What is Service Management ?
- How to improve credibility &increase client satisfaction
- How to develop new capabilities & reduce response time
- How do you as an employee play a part?

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Phase 3- Check (Internal Audit ITSM)

Activities	Deliverables
• Management Review meeting on Gap Analysis • Management Discussion on implemented policies & procedures • Perform ITSM Internal Audit • Discussing Internal Audit Findings with ITSM co-coordinators • Assist in preparing Audit Response Plan • Prepare Corrective and Preventive Action Report	• Internal Audit Report • Corrective and Preventive Action Reports
Client Requirements	Expected Duration
• Provide information on Critical business processes, critical IT Processes, Critical IT • Services, Quality Processes, Necessary reports • Existing Documentation and Records	<Based on Scope>

Objective: To maintain and improve ITSM

Phase 4- Act (Post Audit Follow-up)

Activities	Deliverables
• Assist in implementation of Audit Response Plan (Corrective and Preventive Action Reports)	• High Level Recommendation on email

Client Requirements	Expected Duration
• List on implementation done base on recommendations	

Certification Audit By Authoritative Body*

Activities	Deliverables
• Calling the external certification authority for performing ISO 20000 audit	• ISO 20000 Certification upon successful completion of the audit
Client Requirements	**Expected Duration**
• Closure of all gaps identified in the Audit Report	\<Based on Scope\>

About Infopercept

Infopercept's vision and core values revolve around making organizations more secure through the core values of Honesty, Transparency and Knowledge, so as to enable them to make better informed decisions about their security practices & goals. With our synergistic vision to combine technical expertise and professional experience, we aim to further establish our place as a one stop shop for our clients and partners' cybersecurity and accreditation needs.

Our specialized core team comprises experienced veterans, technical experts & security enthusiasts having good practical experience & thorough knowledge in the Cybersecurity domain, latest trends, and security innovations; ensuring that you always get the best security approach & solution for your specific business needs exactly the way you want it to be.

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