

Suntiva IT Differentiators

- ✓ Staff hold ITIL V3 Certifications
- ✓ Experts average 25+ years in various IT roles
- ✓ Professionals have organizational development certifications
- ✓ Methodology uses behavioral science components

Improving Information Technology Service Management (ITSM) is a broad challenge facing CIOs of large enterprises, from government agencies to Fortune 500 companies. Suntiva delivers a unique assessment model that analyzes not just the current infrastructure in place -- but the *processes* surrounding the technology and *people* involved in their operation.

By examining all three, **our experts ensure that the underlying “human” issues are identified** in the assessment so new solutions take workforce motivations and viewpoints into consideration. Together, we anticipate and proactively deal with people and organizational issues to ensure ultimate success. We do this by leveraging Suntiva’s domain expertise in IT, behavioral science, and organizational performance combined with the ITIL v3 framework.

Our assessment helps the organization quickly narrow down a reasonable portion of the overall framework on which to focus. The results: a uniquely optimized ITSM delivery based on stakeholder participation, the current state of your organization’s IT service delivery, organizational collaboration... and *your* specific priorities and objectives.

Phase	ITSM/ITIL Awareness Training	Guided ITSM Self Assessment and Report	Prioritize Improvement Plan	Improvement Review Cycle
Activity	Ensure all participants have sufficient understanding of the process and objectives	Evaluate organizational performance, uncover areas of misalignment and identify deviations in individual respondent viewpoints	Identify IT processes to target based on survey results, priorities, and budget	Analyze results and related metrics of new processes compared to the original IT processes, and to provide ongoing change management recommendations
Results	Provides a level playing field with all stakeholders	Reveals inconsistencies and identifies strengths and opportunities	Aligns the organization around strengths and areas of opportunity, provides forum for collaboration in order to obtain workforce buy-in and approaches for tackling tough issues	Produces enhanced processes that are better aligned to the business needs

Benefits for Management

- Increased productivity through reliability of services
- Streamlined service desk resolutions
- Improved external customer experience
- Alignment of IT and business expectations
- Organization-wide stakeholder collaboration

Benefits for IT

- Improved customer and staff satisfaction
- Increased system uptime and performance
- Enhanced audit compliance
- Expanded capacity with less need to fight “fires”