

Process eMethodology

HELPING COMPANIES TRANSFORM THEIR IT SUPPORT ORGANIZATIONS TO PROACTIVE PROCESS-DRIVEN MODELS

Contributing Real Value

Today, as organizations struggle to enhance profitability in a difficult business environment, internal audit functions are under increasing pressure to meet strategic business goals and support internal value drivers.

Many companies are looking to technology and new tools to assist in that effort. They are learning that automation can play a significant role in supporting their efforts to deliver stakeholder value.

As a result of more than twenty years in business solutions and technology implementation experience, Scenario Systems with its strategic alliance partners has developed its own comprehensive methodology.

To assure success, Scenario Systems has developed its proven trademark Process eMethodology, which leverages the 'proven practices' within the ITIL® and CobiT frameworks combined with Scenario Systems best practices for Service Support and Service Level Management to tailor processes for the specific and unique business and IT process needs of our customers.

This methodology includes proven tools and strategies to accurately assess the organizational change effort required and Utilizing this proven methodology, our industry-focused teams design, build,

implement, and manage complex, industry-leading consulting solutions.

This methodology encompasses a combination of industry standards, best practices and application development frameworks which ensures high quality solutions that help our clients reduce the time and cost of application development.

A Unique and Powerful IT Auditing Methodology

We understand that resistance to adoption of new ideas, processes, and technologies occurs. SSI employs unique IT auditing technologies to assist with our consultants. These technologies generate evidential matter that might not be previously utilized by existing processes.

This methodology has been developed to reflect the reality of our clients' business environments. The methodology focuses on the due diligence of collecting, organizing, and validating all physical and financial data, assumptions and conclusions, on teamwork and the creation of a motivated high-performance team of skilled consultants.

SSI builds project delivery teams comprised of project managers, chief architects, financial analysts, and technology subject matter experts and adhere to the following principles:



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Enterprise Solutions Services

Service Desk

Systems Management

PMI - Based Project
Management

Process Implementation

PMI - Based Project
Office Management

ITIL Process Management

ITIL Assessment

Independent Verification
& Validation

IT Service Management

IT Service Delivery

- Business Alignment -of your Service Desk, Desktop Systems Management and ITSM Organizations
- Methodology and Tactics - ensuring your team is using the tools, processes and capturing the right data to effectively manage the support transaction at hand, and giving your customers a positive experience
- Actionable Metrics - establish the required data sources before technology is configured and implemented to make sure that the technology used for Desktop Systems Management and Service Desk are configured to capture those metrics. At the same time, our team works with your leadership team to establish the key performance indicators that will be used to interpret performance and drive continuous improvement actions, optimize costs and improve customer satisfaction through effective service level compliance. Our team of consultants will help you translate these metrics into business value
- Technology - configured with the appropriate data elements and workflows to enable the people/ organization and the processes to work reliably and quickly
- Staffing and Education - to ensure the IT teams that are touching customers have the appropriate training and skill sets to effectively provide the support

and stable desktop infrastructure. Monitored Performance - of the customer-facing teams. Once the Actionable Metrics are in place, establishing a performance management plan for both the technology and the people using the technology will assist you in pinpointing trouble areas, rewarding exceptional performance, gauging correct use of processes, and have the information to credibly communicate the state of the desktop systems management and service desk infrastructure back to the people, management and the customers.

Our Expertise

Our professionals combine extensive hands-on M&A experience with relevant industry and implementation backgrounds. We specialize in:

- Cost Optimization for IT Service Support & Delivery
- Improved Customer Service Management and Satisfaction
- Ideal Alignment of People/ Organization, Process and Technology
- Enhanced IT Service Level Performance and Management
- Integration of Well Chosen ITIL and Industry Proven Practices



Scenario Systems

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