



## IT-Service Management

- Istanbul
- Münster
- Düsseldorf
- Rhein/Main (Bruckköbel)
- London

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# IT-Service Management: Analysis, Planning and Control

noventum optimises the IT-Service Management of its customers by providing strategic and process consulting, system development, system integration and implementation, and by providing practical workshops.

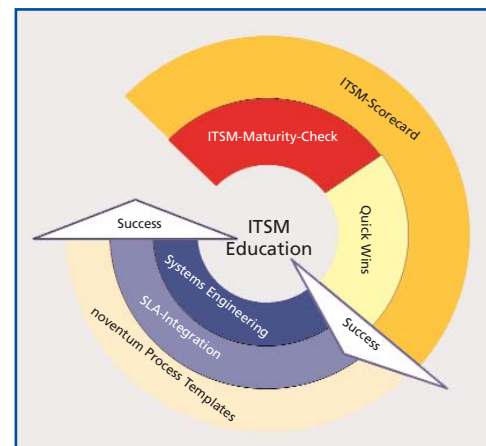
In these activities, noventum counts on inclusion of the "ITIL" (IT-Infrastructure Library) standard.

### Strategic Consulting

noventum conducts IT Service Management with the help of methodical models it developed in-house, such as the IT Scorecard and the ITSM Maturity Check. This enables customers to systematically develop their IT service management orientation and thereby also prioritise the required actions.

For **Process Analysis and Process Optimization** in the environment of IT Service Management, noventum has specialised on the areas of Incident, Change, Configuration and Asset Management as well as Procurement. For the customer, the combination of noventum's solid ITIL-knowledge coupled with extensive practical experience results in well thought-out and practical solutions for the organisation. The implementation of the processes is made easier by the proven noventum process templates.

noventum supports its customers in the **development and expansion of integrative workflow systems based on ARS/Remedy**, so that all processes are displayed in the IT Service Management. Our consultants and developers customize or expand the ARS/Remedy standard products individually and integrate them into the application environment of the client.



The noventum process model  
IT Service Management

noventum is particularly experienced in the following areas:

- Data banks for configuration and asset management,
  - Systems for IT cost calculations,
  - Service Level Management systems, analysis and reporting systems,
  - Mapping and measuring business processes within workflows,
  - Coupling of the installation processes with automated software distribution systems.
- Services in the environment of **Service Level Agreements (SLAs)** include:

### ■ Mapping of the Service Level requirements

On the business process level, we define SLA's, including development and integration of the technology required for this.

### ■ Implementation into the organisation

We transfer the contents of the contracts into the operational organisations and the processes (in particular, incident, problem, change and installation processes).

### ■ Service Level Reporting

We create an automated reporting with application, system and business process-specific characteristic values.

### ■ SLM Organisational Structure

We are developing an organisational structure for the Service Level Management, while taking into consideration the requirements of the business partners.

### ■ Transfer of Know-how

After the project has been completed, noventum ensures that customers are able to work with the processes on their own and successfully.

In the IT-Service Management environment, noventum offers special services in the areas of IT Security and Financial Management.

noventum conducts ITIL training to complement the consultation and development services.

These are set up as open or exclusive seminar offers. A final certification according to the requirements of the ITIL-Foundation or a certification as IT Service Manager is possible. The offer is rounded off by workshops - which must be agreed upon individually - for getting to know the ITIL methodology with focus points that can be specially set.

For noventum's customers, the special advantage lies in the multifaceted competence of the noventum consultants.

- noventum consultants are certified project managers
- noventum is a member of ITSMF, the user association for IT-Service Management
- noventum consultants are certified ITIL experts
- noventum consultants combine professional technical implementation expertise with competent process know-how
- noventum provides its consultations independent of any products
- noventum can refer to many successful implementations of ITIL

