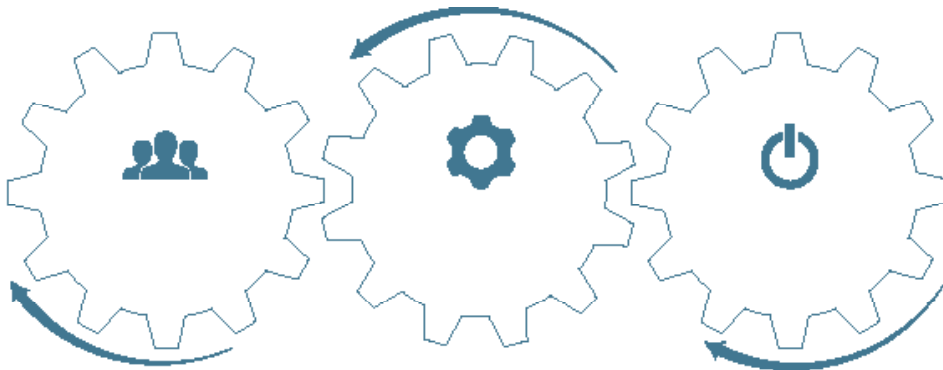# ALIGNING PEOPLE, PROCESSES & TECHNOLOGY TO CREATE A WORLD-CLASS IT ORGANISATION

CHALLENGE: A Large Government Agency Responds to Poor Service Delivery and Over $400 Million in Unaccountable IT Costs

Without a clear service catalog, organisations can experience poor service delivery and lack of asset management. This government agency was unable to account for over $400 million in IT costs, and needed to quickly solve their issues of service delivery.

SOLUTION: Customised Workforce Optimisation

Learning Tree provided 200 agency employees with ITIL training relevant to their specific job role in the IT shop. Learning Tree's ITIL Expert then served as a project lead, helping the implementation team identify and produce agency-specific IT Service Management processes.

Master templates were developed to better account for costs and Service Level Agreements (SLAs).

A single IT Service Catalog was created with clear end-to-end service mappings for the entire enterprise.

KEY RESULTS

One Single Catalog Created
to replace the previous 13 separate catalogs

Identified Key Services
within 5 Service Levels to support the creation of relevant SLAs

Embedded Advisor
for 200 employees to guide the new service delivery framework

Business Case for Your Organisation

More than 70% of organisations see less value from their ITSM investments than expected[1].

With the help of Learning Tree's ITIL Acceleration Workshops, this government agency created a service delivery structure that properly manages their assets and delivers value to their customers. Learning Tree can partner with your organisation to ensure your service delivery goals are achieved by working side-by-side with your implementation team, so you can realise the full potential of your ITSM investments.

1. via GamingWorks

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