



ITIL Practice Service Offerings

About Column Technologies Training

Column's EXIN-accredited ITIL training can help ensure your organization gets the most from your investment.

Our onsite ITIL training and coaching provides your team with a dedicated instructor and a familiar location while lowering your per-student cost.

The Information Technology Infrastructure Library (ITIL) provides an effective framework for IT organizations seeking a means to achieve efficiency and effectiveness in IT Service Management. ITIL's benefits are compelling, but a successful implementation requires you to fully integrate your people, processes, and technology.

Column Technologies' approach helps companies identify the essential elements of successful organizational change to ensure a sustainable transformation; one that will not only gain acceptance within the technology organization, but will also help keep IT services aligned with the business.

The Solution: Partner ITIL with a Proven Quality Model

Column's Service Management implementation process builds on the "Plan-Do-Check-Act" cycle. Developed by the renowned American statistician and consultant W. Edwards Demming, the cycle is a continuous quality improvement model that drives organizations toward ever-greater performance and capabilities.



To realize improvement, an organization must continually plan ('Plan') an activity, execute ('Do') the activity, measure and study ('Check') the results, and then take action ('Act') to adapt it. We believe this proven approach is the cornerstone of a successful IT Service management function, and you'll find it reflected in each of our ITIL practice's service offerings.

Service	PLAN	DO	CHECK	ACT
Business and IT Integration	<ul style="list-style-type: none"> ➤ Integration Planning ➤ Implementation Roadmap ➤ Governance 	<ul style="list-style-type: none"> ➤ Service Portfolio Management ➤ Demand Management ➤ Financial Management 	<ul style="list-style-type: none"> ➤ Integration Checkup 	<ul style="list-style-type: none"> ➤ Integration Improvement
ITIL Process Consulting	<ul style="list-style-type: none"> ➤ ROI Analysis ➤ Maturity Assessment: Deep Dive ➤ Roadmap Development 	<ul style="list-style-type: none"> ➤ Framework Development ➤ Process Development ➤ Process Implementation 	<ul style="list-style-type: none"> ➤ ITIL Health Check: Process ➤ ITIL Health Check: Measure ➤ ITIL Health Check: Roles 	<ul style="list-style-type: none"> ➤ Urgent Care ➤ Process Improvement
Organizational Change Management	<ul style="list-style-type: none"> ➤ Organizational Transformation Planning 	<ul style="list-style-type: none"> ➤ Organizational Transformation: Guidance 	<ul style="list-style-type: none"> ➤ Organizational Transformation: Check-up 	<ul style="list-style-type: none"> ➤ Organizational Transformation: Next Generation
Service Management Office (SMO)	<ul style="list-style-type: none"> ➤ SMO: Build Out 	<ul style="list-style-type: none"> ➤ SMO: Operate 	<ul style="list-style-type: none"> ➤ SMO: Assessment 	<ul style="list-style-type: none"> ➤ SMO: Evolution

About Column Technologies

Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors.

Column's success comes from long-term relationships, aligning our goals with our customers, and a collaborative approach that integrates people, process, technology, and support. Our end-to-end approach enables governments and companies to improve service and efficiency while lowering costs and risk.

Headquartered in the United States, Column has 275 employees and offices in Australia, India, Singapore, South Africa, and the United Kingdom as well as a global partner network.

For more information on our products and services, please visit www.ColumnIT.com.

BUSINESS / IT INTEGRATION

Integration Planning • Roadmap • Governance • Service Portfolio Management • Demand Management • Financial Management • Integration Checkup • Integration Improvement

The business and IT integration services include all the components necessary to properly positioning your transformation initiatives for success. Our experienced management consultants work with you to identify what is important to your organization and how to position your services in the most attractive light given your unique situation. We then design the optimal implementation roadmap. Throughout the lifecycle of your implementation we may assist to ensure the program is on track and to redirect initiatives within a continual improvement framework.

ITIL PROCESS CONSULTING

ROI Analysis • Maturity Assessment-Deep Dive • Roadmap Development • Framework Development • Process Development • Process Implementation • ITIL Health Check-Process • ITIL Health Check: Measure • ITIL Health Check: Roles • Urgent Care • Process Improvement

The key to effective IT service implementation is leveraging best practices that work for each individual organization. What might work for one organization may or may not be the best alternative for yours. The challenge is to understand the current state, the desired target, and to select the best design that will accomplish your goals and return the benefits management is expecting while ensuring a systematic approach to improvement is integral to the program.

ORGANIZATIONAL CHANGE MANAGEMENT

Organizational Transformation: Planning • Organizational Transformation: Guidance • Organizational Transformation: Check-up • Organizational Transformation: Next Generation

OCM addresses the communication, training, and information needs to realize the programmed implementation of IT Service Management. Planning starts with understanding the culture of the organization, history of previous initiatives, the communication mores, information and reporting requirements and the goals of an improvement initiative. While OCM is an integral part of IT Service Management (ITSM) Implementation, it may also stand alone as a separate service offering.

SERVICE MANAGEMENT OFFICE (SMO)

SMO-Build-out • SMO-Operate • SMO-Assessment • SMO-Evolution

Organizations have long adopted the concept of a Project Management Office (PMO). Organizations that are adopting service management best practices (e.g., ITIL, COBIT) will benefit from using the same conceptual goals from the PMO to build and operate an SMO. An SMO will define, maintain and execute the standards of process in order to gain economies of repetition in the performance of service management processes. Organizations around the globe are defining, borrowing and collecting best practices in service management and are increasingly assigning the SMO to exert overall influence and evolution of thought to continual organizational improvement. Column Technologies is on the forefront of this emerging trend and offers a variety of services to enable the SMO concept in your organization.

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