IT Service Management (ITSM) creates numerous benefits for enterprises including improved IT productivity, reduced complexity and optimized IT environment. However, if not deployed effectively, it can derail organizations from their path to IT optimization and value realization. In today’s challenging economic and business environment, clients often experience low performance and productivity, overrun budgets, and ever-increasing management complexities in spite of implementing ITSM services. Most of the time, the fine line of difference between a successful and failed implementation lies in how organizations understand ITSM features and how effectively it is leveraged to synergize with an organization’s IT people, process as well as technology.

Unisys can help you overcome these challenges and realize the benefits of ITSM quickly and efficiently through a comprehensive range of ITSM strategy and implementation. Unisys has proven expertise in helping clients achieve significant improvements in their IT operations by effectively aligning business requirements with the technology plans, designing and executing organizational change and optimizing core ITSM and ITIL processes.

Unisys workshop services equip today’s enterprises with the requisite knowledge, tools, and industry best practices to successfully realize the value from their ITSM investments – regardless of where they are in the IT maturity cycle. Unisys workshops are conducted in collaboration with clients to ensure optimal configuration of the ITSM tool, ensures proper training, education and to develop a plan to fully integrate core ITSM disciplines into IT operations and the business.

**ITSM Delivers Value Realization**

Unisys workshops will get you on your way to achieving a better understanding of your ITSM system, configure it to meet our needs and get you operational faster. Unisys ITSM Workshop Services cover the following areas:

**ITSM Foundation Data:**
The workshop provides IT professionals with the knowledge of foundation data, what it is used for, how to gather it, and how to fill in the Foundation Data Gathering Workbook.
Incident Management Process:
Learn the skills and knowledge necessary to gather Incident Management configuration data and how to fill in the Incident Management Data Gathering Workbook.

Notifications:
Develop an innovative and practical way to update the out-of-the-box notifications text to effectively meet each client’s unique business requirements.

Service Level Management:
Explains the concept of Service Level Management, reviews the concept of service level matrix and identifies additional service targets to achieve value realization.

Problem Management Process:
Understand the power of problem management and how Unisys can assist you in creating this process in detail.

Change Management Process:
Equips you with the knowledge to gather change management configuration data and utilizing the Change Management Data Gathering Workbook.

Service Request Management Process:
Learn how to gather service request management configuration data and how to utilize the Service Request Management Data Gathering Workbook to make SRM part of your incident management process.

Asset Management Process:
Acquire the skills and knowledge required to gather IT asset management configuration data and to utilize the Asset Management Data Gathering Workbook to improve your overall ITAM practice.

These workshops are designed for your key team members and ITSM leaders. We jointly discuss your objectives and tailor these workshops to ensure they are meeting your needs and to mutually agree on the deliverables and outcomes.

Why Unisys
Unisys offers a unique set of benefits for organizations to realize the full value of your ITSM investments, your requirements and goals. We have successfully transitioned numerous clients to the latest version of Remedy allowing them to realize the full value of their investment.

After attending our workshops customers realize;
• Faster and effective ITSM implementation
  – Typical ITSM implementation leveraging our workshop services takes ~90 days versus 12-18 months or more.
• Assistance in planning and optimizing resources to achieve your expected results with ITSM.
• Guidance on a multitude of configuration decisions based on our proven experience.
• Expertise on the design of processes leading to higher level of customer satisfaction and understanding of applications.
• Steps to avoid deployment cost and time overruns.
• Realizing return-on-investment sooner.

For more information on Unisys’ ITSM Workshop Services, contact your Unisys representative

You can also follow us on:
Facebook: http://www.facebook.com/UnisysCorp
Unisys Channel - YouTube: http://www.youtube.com/theunisyschannel
visit www.unisys.com/ITSM