



interfacing. Lean ITSM Toolkit®

Save considerable time and effort by concentrating your efforts on the customization of your IT processes instead of building the nucleus

Toolkit Benefits

- Pre-established processes and rules guide you and allow you to focus your efforts on IT process customization and improvement
- Elimination of redundancy caused by overlapping processes and controls through the Toolkit's integrated approach
- Guarantees a business-focused approach to implementing IT service management by ensuring executive support and business participation.
- Collaboration of your processes with employees through EPC's web browser portal which allows you to track, notify, document, communicate and obtain feedback for your ITSM processes.
- Monitor and track the status of ISO 20000 conformity compliance progress
- Produce IT process reports your company needs
- Automatically generate process books
- Associate process activities to documents, eforms, risks, KPIs, business rules, risks & controls.
- Automate processes with built in approval cycles through EPC's workflow engine
- Aid your company in reaching CMMI maturity level 3 through proper implementation

The Lean ITSM Toolkit is a pre-packaged framework that is integrated with Interfacing's award winning BPM software, the Enterprise Process Center.

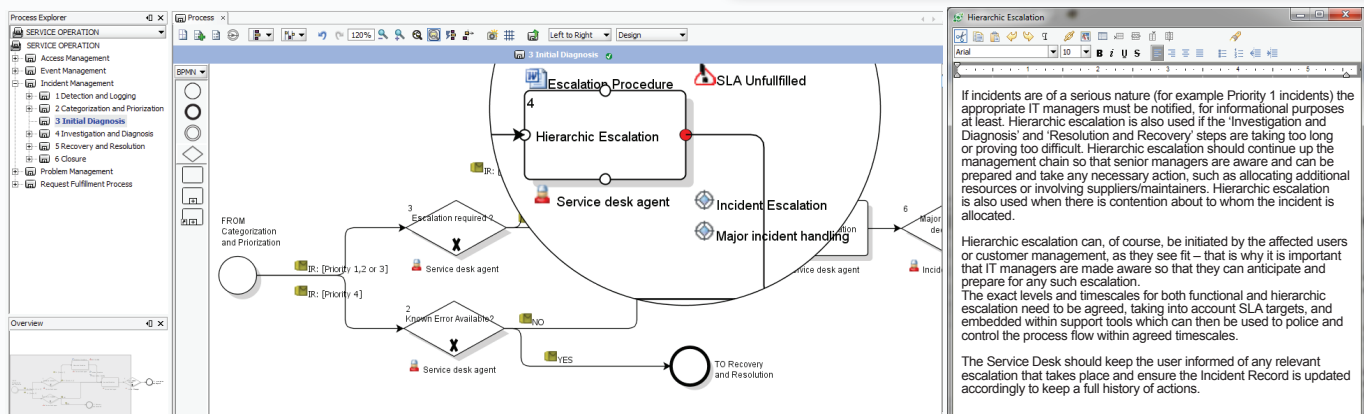
- The toolkit contains compliant business processes, controls and rules from the leading IT industry standard frameworks such as. ITIL, COBIT and ISO/IEC 20000, all integrated seamlessly to eliminate redundancy caused by overlapping processes and controls and reducing the effort and costs of implementing and supporting multiple ITSM strategies by focusing efforts on IT process customization instead of building the core.

Toolkit Features:

- 25 ready to use ITIL® V3 processes built inside EPC's process modeler
- All processes broken into sub-processes down to the operational level, and include roles, responsibilities, descriptions, and procedures
- Conformity of all process elements to the ITIL KPI metrics
- COBIT control objectives linked at the sub-process level
- ISO/IEC 20000 conformity rules linked at the sub-process level
- Comes equipped with a Practical Guide written by IT experts with over 20 years of experience, which guides the user through process engineering from day one of implementation

"The EPC Lean ITSM Toolkit has already been proven in the field, we leveraged the Toolkit on a large government contract which in-turn cut down our service engagement time by 40% and significantly improved the overall quality by allowing us to focus on higher level business objectives."

Yves St-Arnaud, CEO Stay Technologies



ITIL V3

Process: Initial Diagnosis

Tasks: Hierarchic Escalation

ISO 20000

Rule: Major incidents shall be classified and managed according to a process

COBIT

Control: Incident Escalation

Objective: Establish service desk procedures, so incidents that cannot be resolved immediately are appropriately escalated according to defined SLA limits...



Download a free trial version of Interfacing's Enterprise Process Center® (EPC): <http://www.interfacing.com/enterprise-bpm>