



IT FACTORY

AUDIT & TRANSITION

Smooth and cost-effective handover to care of business applications is a common problem of all IT departments – smart service audit and transition will help you achieve it.



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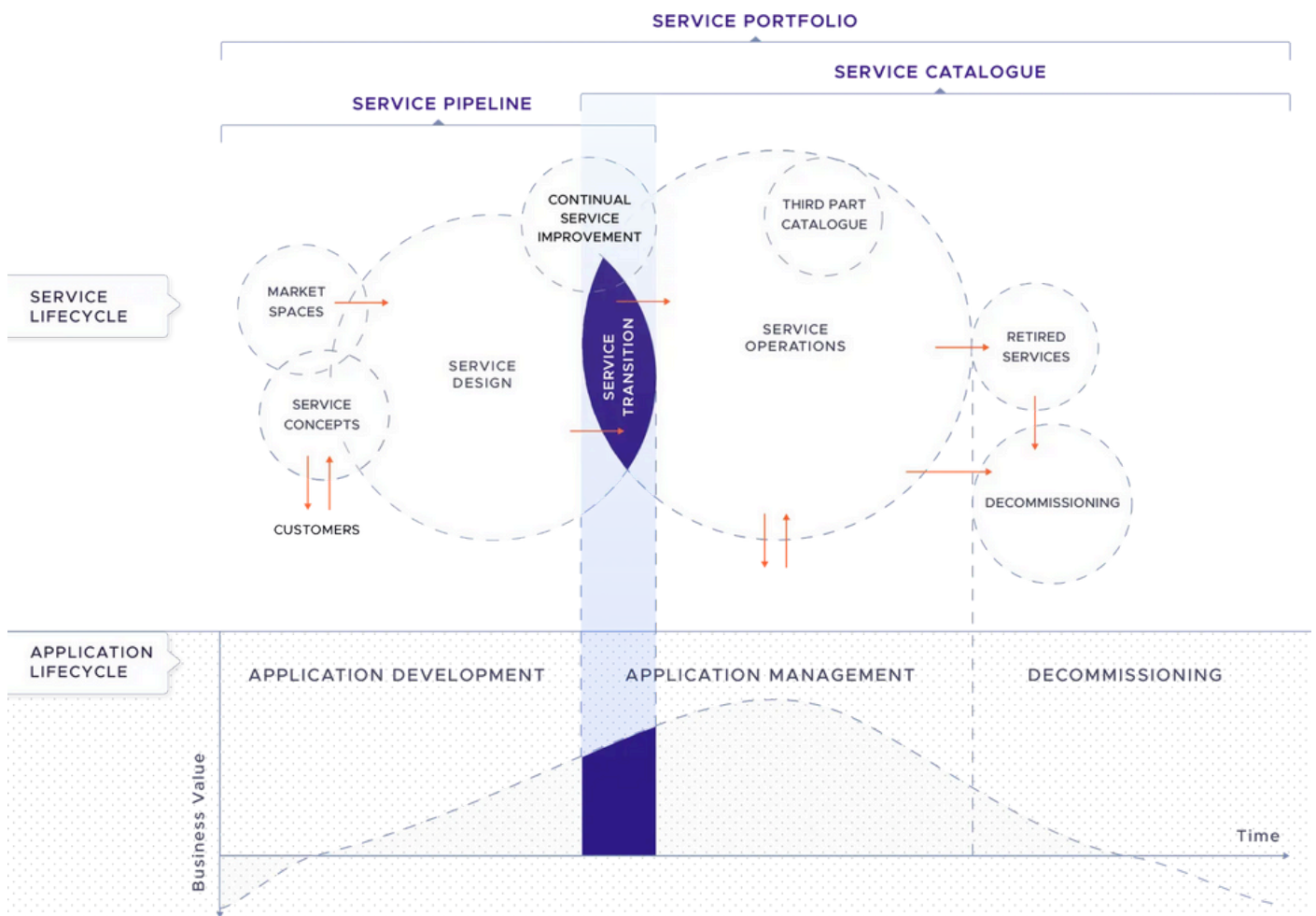


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Overview

IT managers face challenges in planning and managing resources to effectively introduce new or modified services while staying within budget, quality, and time constraints. They aim to minimize the impact on production services and operations while enhancing satisfaction among customers, users, and Service Management staff. This includes improving Service Transition practices like deployment, communication, documentation, training, and knowledge transfer. Additionally, clear plans are essential for aligning customer and business change projects with overall objectives.



Every application follows a three-phase lifecycle. By implementing proven audit and transition procedures, companies can efficiently manage the handover of services. IT Factory's expertise in these areas allows our customers to focus on their core business while entrusting service management to expert consultants.



Challenge

Managed Service Audit & Transition is process transforming services and preparing them for proper handover from delivery stage to care.

The goals of service transition process are: plan and manage service capacity and resources, implement and provide knowledge and information transfer, provide efficient continuous integration and build mechanism, define OLAs and SLAs, define key performance indicators (KPIs) and improvement targets.



To achieve the mentioned goals, it is crucial to pay attention to common issues. The issues mentioned typically arise at the crossroads of organizational areas of responsibility.

“With us, your CHALLENGES do not become PROBLEMS!”

Kazimierz Przybyła, Business Development Manager

Our Methods in Audit & Transition

To achieve the mentioned goals, it is crucial to pay attention to common issues. The issues mentioned typically arise at the crossroads of organizational areas of responsibility.

Evaluate & Propose	Diagnose & Assess	Recommend & Transform	Execute & Improve
Develop audit plan	Execute audit plan	Create audit report	Implement transition plan
Define key areas	Evaluate audit findings	Create transition plan	Transform processes
Define audit criteria	Locate identified risks	Eliminate or mitigate risks	Continuously self-check
Define and prioritize risks	Assess plan execution	Recommend improvements	Continuously improve

Benefits

Conscious introduction of the Service Transition process to supervise systems taken over for maintenance, manufactured in both new and legacy technologies, brings many benefits, especially for IT departments responsible for maintaining systems and applications. A number of the success factors will be gained, among them the following:

- Adopting a common framework and standards (consistent approach to Service Transition)
- Planning and managing service capacity and resources (establishing controls and policies)
- Implementing changes through Service Transition (aligning plans with business)
- Ensuring early involvement in the service lifecycle (release and deployment packages)
- Assuring the quality of the new or changed services
- Operational cost reduction (OPEX) during maintenance



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ARE YOU INTERESTED IN COLLABORATION?

Feel free to reach out to us, explore further details about our offerings, and arrange a consultation at your convenience.



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