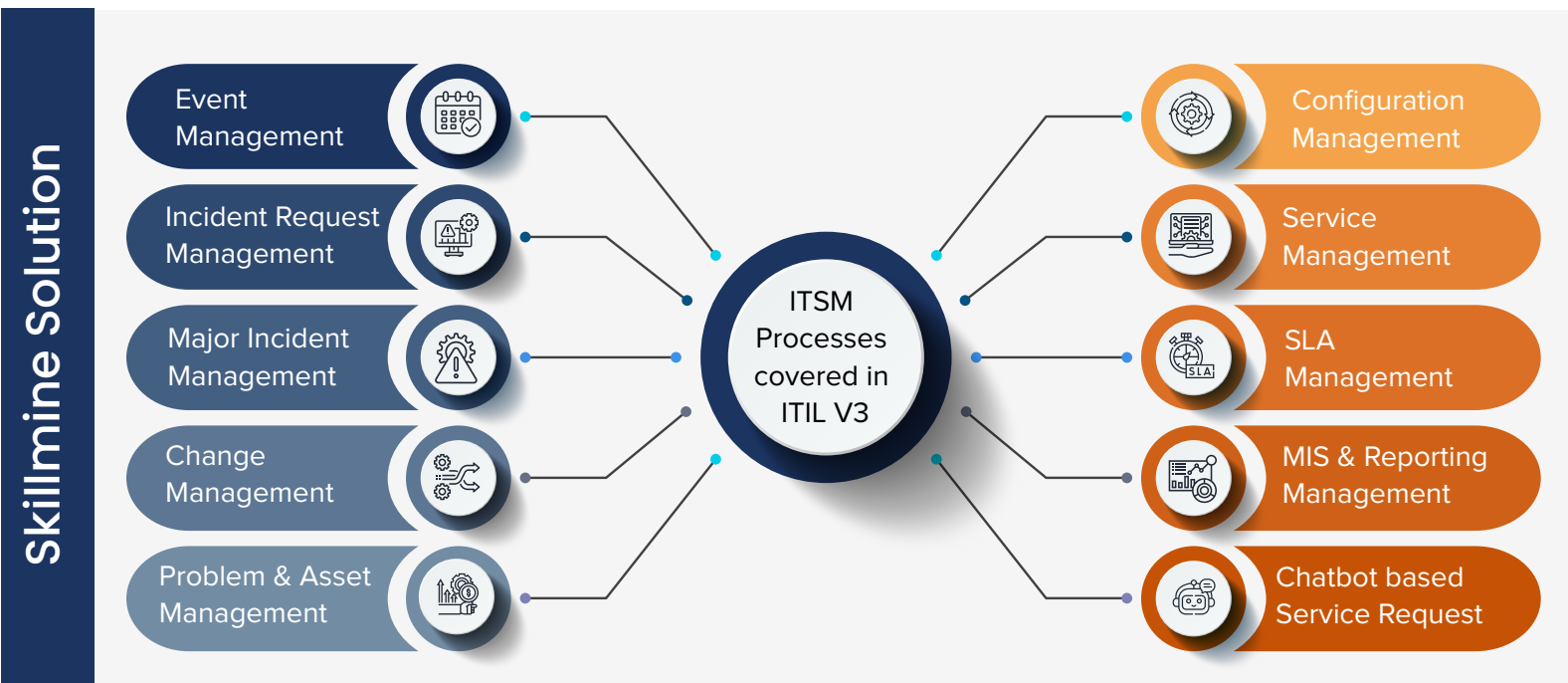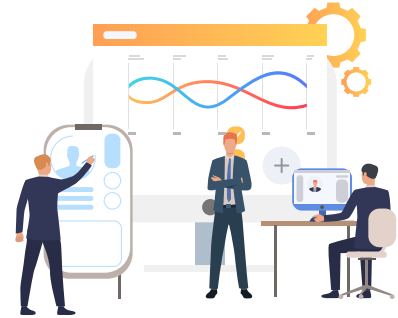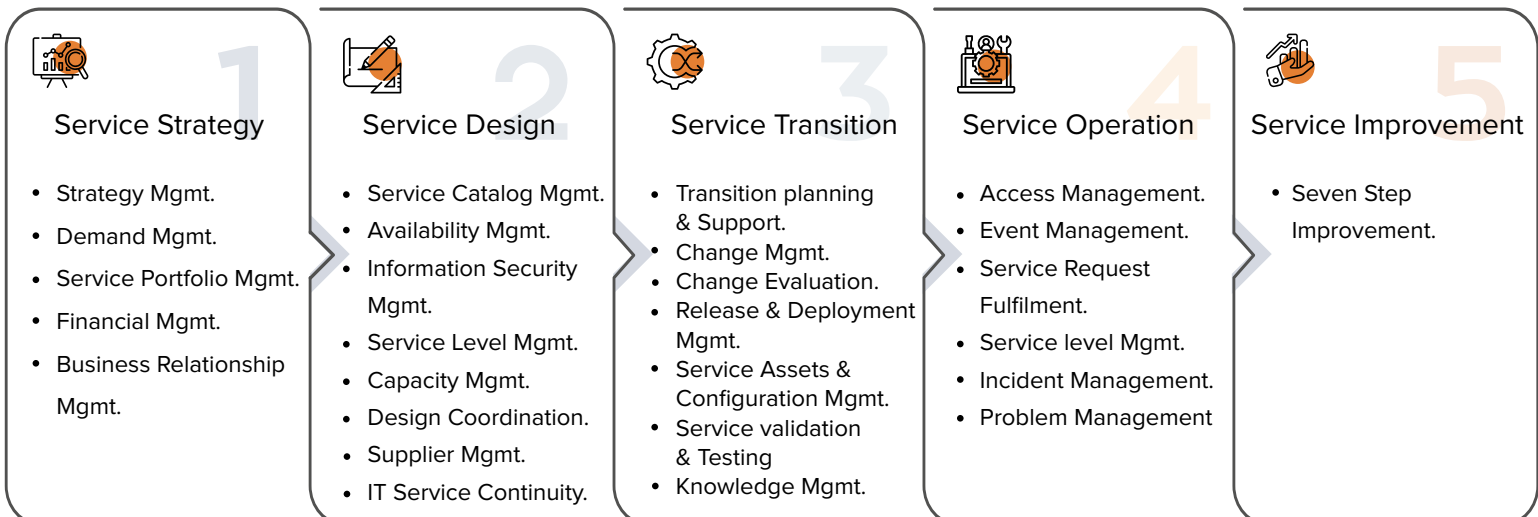# IT SERVICE MANAGEMENT

Why is ITIL relevant?

- ITIL is The Leading International Standard For ITSM.
- ML Informs the ISO Standards For ITSM.
- ML is Used by IT Professionals Around the World.
- ML is Supported by Software Developers.

Skillmine Solution

- Event Management
- Incident Request Management
- Major Incident Management
- Change Management
- Problem & Asset Management

ITSM Processes covered in ITIL V3

- Configuration Management
- Service Management
- SLA Management
- MIS & Reporting Management
- Chatbot based Service Request

Skillmine's Approach

1 Service Strategy

- Strategy Mgmt.
- Demand Mgmt.
- Service Portfolio Mgmt.
- Financial Mgmt.
- Business Relationship Mgmt.

2 Service Design

- Service Catalog Mgmt.
- Availability Mgmt.
- Information Security Mgmt.
- Service Level Mgmt.
- Capacity Mgmt.
- Design Coordination.
- Supplier Mgmt.
- IT Service Continuity.

3 Service Transition

- Transition planning & Support.
- Change Mgmt.
- Change Evaluation.
- Release & Deployment Mgmt.
- Service Assets & Configuration Mgmt.
- Service validation & Testing
- Knowledge Mgmt.

4 Service Operation

- Access Management.
- Event Management.
- Service Request Fulfilment.
- Service level Mgmt.
- Incident Management.
- Problem Management

5 Service Improvement

- Seven Step Improvement.

Business Benefits

01   Continuous Improvement around the tools for Monitoring & Alerting, Deploying and adding systems to Monitoring.

02   Administrative & Coordinative assistance to technical towers for Patching, Critical Change Migration, Vendor Coordination, etc.

03   Incident resolutions within SLA with industry standard aging norms.

04   Metrics in place to show reduction in Mean-Time-To-Fix and Mean-Time-Between-Failures.

05   Delivered Optimization, Better refresh cycles, etc. to ensure Continuous Improvement Plans.

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