

Is your IT Operations and Service Management platform Effective and Mature?

In today's business environment, effective use of technology is paramount to success. Organizations want and need to understand the effectiveness & maturity level of the ITOM and ITSM platform in place around their technology.



With so many monitoring solution tools sets available today, a majority of IT organizations often find themselves reacting to events due to lack of proactive strategies. To address this, a procedural framework for managing events is essential. Monitoring is the “Nerve Center” for IT Operations, and a poorly designed Monitoring Framework can pose significant challenges to any organization.

Vicom's Assessment services offering help organizations at all levels of IT Operations maturity gauge where they stand and not only recommend where to improve but provide an exact, detailed roadmap on how to improve.

The assessment focuses on areas such as:

- Initial fact-findings around business goals & functional requirement
- Current monitoring architecture and toolset review
- Current ITOM and ITSM Framework and Processes review
- Identify Service Design Disciplines to Monitor Services
- Identify Opportunities for rationalization and optimization



At the completion of this assessment, you will receive a comprehensive report detailing:

- Current platform maturity, gaps and opportunities in monitoring.
- Strategy for tooling and process.
- End to end ITOM architecture and how to tie it in with your ITSM framework
- Detailed road map on how to adopt this strategy

35+ Years of IT Expertise — The Vicom Advantage

Vicom has a rich, 35+ year history of helping organizations implement, optimize, maintain, support and transform their IT infrastructures to help meet goals and objectives. We have a comprehensive suite of IT Operations and IT Service Management solutions and services to help realize efficiencies and cost savings in implementing and managing effective environments.

Please contact Vicom today about our IT Operations and IT Service Management portfolio of solutions and services. We can help bring clarity and efficiency to your environment.



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