

# Quick-Win Strategy Propels ITSM Implementation, Driving a Step-Change in the Reliability and Capability of IT Resources

CASE STUDY

## Client Challenge:

Service Management Consulting

## Situation:

- Client's current ITSM PMO missed key milestones and deliverables
- IT organization's credibility degraded due to disappointments in planning and implementation
- ITSM project viewed as a last chance to retain and build credibility with the business

## Engagement:

- Deploy key ITSM components in quick-win stages
- Gain momentum and support of the business through high-impact quick wins
- Implement project and financial dashboards to increase the level of project visibility
- Facilitate workshops designed to breakdown silos and increase cross-team communications and flow
- Coach client resources which were deemed detrimental to success of project and enabled them to be a project spokesman and champions

## Results:

- Dividing the project into quick wins improved IT's credibility to levels before the project kick-off
- Integrated ITSM programs with current programs to provide immediate benefit to service availability and service quality
- Instilled a cross-communication environment through the use of dashboards and communication plans
- Accountability of services and task have clearly articulated, trained and adopted throughout the ITC and business communities

