

# ISM, the easy-to-use solution for IT Service Management



Are you facing problems to deliver good services against reasonable cost? Do you want to optimize your processes, but avoid all the work it will involve? Do you spend too much time and money on internal discussions? Does your organization want to comply with the requirements of the ISO 20000 standard?

If your answer to any of the above questions is 'yes', then ISM® is the solution for you. With ISM (Integrated Service Management), you have access, through the ISM Portal, to the compact IT Service Management model that links detailed processes, templates and definitions to your organizational description and helpdesk tooling. The ISM Portal and the related support provide you with all the resources you need for the rapid and successful implementation of IT Service Management, based on ITIL® and other best practices like MOF and ASL.

Integrated  
Service  
Management®



## ISM - who is it for?

ISM was developed to be used out-of-the-box by any organization that wants to get in control of their IT service delivery. It can be used by organizations that are formalizing their business processes for the first time. Or by companies and institutions that made an enthusiastic start with ITIL, but have come to a standstill after the implementation process. ISM can also be used by organizations that wish to comply with the ISO 20000 or SOx standards.

## The importance of ISM

Process based operations are becoming more and more important because they enable organizations to improve their service delivery. In addition, more and more organizations are faced with regulations and legislation that require them to demonstrate that they have proper business processes in place, and that they work according to those processes. ISM can help you achieve this.

## Avoid complexity

The problem is that many organizations do not manage to structure their service delivery effectively, simply because they have not formulated good working methods and process descriptions. In many cases, the process model is too complicated because it defines too many processes, all of which need to be documented and managed. The result is that attempts to introduce and work with these processes often meet with resistance within the organization. Not to mention keeping those descriptions up-to-date.

## Elementary business processes

With ISM you will have none of these problems. Contrary to what many people believe, there are a number of basic processes that are common to every IT service organization. The ISM model consists of no more than six elementary processes for defining activities at a tactical and operational level. These processes are directly based on well-known ITIL processes, and have been detailed in a uniform and transparent way down to the level of individual activities. The compact and recognizable form of ISM means that it can be easily adapted to the needs of any organization.

## The ISM-model



Together, these processes form the ISM model. The processes drive each other and cover all the basic IT Service Management activities.

The six processes are combined with templates, definitions and work instructions, and linked by means of a single ISM Portal to the helpdesk tooling and organization description. With this structure in place, everyone can see what work needs to be done, who needs to do it, where it should be done, and what resources should be used.

## Tooling

When ISM was developed, a great deal of attention was given to defining and recording process descriptions. The ISM model has been developed for leading publication tools such as MAVIM, Protos and ProcessPublisher<sup>1</sup>. The model can be easily adapted for other tools.

These tools can be used to link ISM processes and activities to templates and work instructions, so that the relevant documents are available wherever and whenever they are needed. Process activities can also be linked to roles and individual positions or staff members. This information can be posted on your intranet, so that all staff members can see when particular activities need to be carried out, by whom, and with which documents.

ISM can be linked to publication tools, but also to widely used helpdesk tools such as TOPdesk and ExpertDesk<sup>2</sup>. The model can be easily adapted for other

tools. This means that staff people dealing with a call, a change, a problem, or any other IT Service Management activity can access the relevant process description and templates whenever they need them.

## Process coaching

Implementing processes is not a simple matter. Staff members have to learn to work in a different way, and may be reluctant to do so. In many cases, organizations place too much emphasis on the technical aspects and fail to provide proper guidance for staff people. In a process based organization, guidance for staff people is much more important because the success or failure of the process-based approach depends on the people within the organization.

Process coaching is therefore an indispensable element in the ISM framework. Organizations receive practical support as they introduce processes and adapt working methods in phases, focusing on the staff within the organization. You decide how quickly you will introduce the ISM model, so that business can continue as usual during implementation. Process coaching is provided by a number of leading consultancy organizations that are trained in ISM.

## ISO 20000

ISM will bring you a step closer to ISO 20000 certification, and give you a significant advantage over your competitors. ISO 20000 provides companies with an objective benchmark for comparing the quality of their IT Service Management. The ISO 20000 standard provides guidelines and quality requirements for structuring IT processes, the management system, the introduction of IT Service Management, and the planning and introduction of new services. Companies are currently positioning themselves as forefront leaders with ISO 20000 certification. No company that wants to keep up with the competition can afford to be without it. Implementing ISM will ensure that your organization is future-ready.

<sup>1</sup> MAVIM, Protos and ProcessPublisher are trademarks of partners in the ISM Network.

<sup>2</sup> TOPdesk and ExpertDesk are trademarks of partners in the ISM Network; ISM-prepared versions are available for these tools.