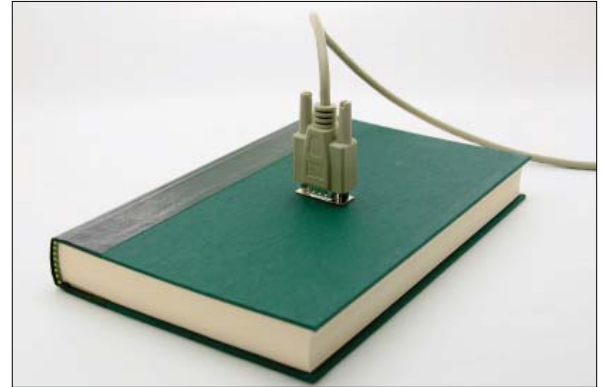


ITIL-EZ

What is ITIL?

The **Information Technology Infrastructure Library (ITIL)** is an IT Service Management Model that contains concepts and policies for managing infrastructure, development, and operations. The ITIL Methodology is comprised of five core areas that can be assessed and implemented within any organization or company:

- **Service Strategy**
The core of the ITIL lifecycle. It encompasses a framework to build best practice in developing a long-term service strategy that addresses the needs of the business and shows the value that IT can provide.
- **Service Design**
Provide appropriate and innovative IT Services to meet current and future agreed business requirements by taking a holistic approach to all aspects of design. Fits with overall business strategy for reducing TCO, and improving IT Management.
- **Service Transition**
Develop and improve the capabilities for transitioning new and changed services into the production environment, while ensuring that these services are aligned with the requirements of the business and provide maximized, valued results.
- **Service Operation**
Involves daily management of support activities within the IT Department required for Service Delivery. At this stage in the ITIL Lifecycle, strategy, planning, and transitioning have been completed and the business is now able to see and experience IT value.
- **Continual Service Improvement**
Ongoing effort of reviewing management information to ensure that targets are met, check processes for maturity, audit for compliance, ensure improvements are beneficial, and communicate these results within IT and to the business.



Momentum's Methodology

Momentum's ITIL-EZ Assessment Tool: 5 Core Areas, 5 Phased Approach & 5 Pointed Scoring = 1 Result!

Organizations use ITIL Assessments to evaluate their current IT situation and to evaluate areas in need of improvement. By identifying "pain points" within these five areas, companies can work to implement change and improve overall IT efficiencies with ITIL.

Many organizations find ITIL implementations to be overwhelming. Although ITIL is a widely-known standard, there is not an official methodology in assessment and implementation. Momentum is an innovator in the industry with its **ITIL-EZ** approach. This Momentum-developed approach uses a comprehensive, metrics-based assessment method that breaks out the five areas of ITIL, institutes a five-phase assessment approach, and assigns a Systematic Technology Assessment Rating (STAR) score to each of the main processes. The final result is an action plan comprised of a comprehensive ITIL dashboard and an action manual. Momentum makes ITIL compliance *EASY!*

Contact

Momentum is a local Pennsylvania business with global reach. We employ full time principal and senior consultants with a unique combination of expert skills in training and facilitation for executive and mid-level management. For more information about how Momentum can help your organization produce results, contact Melody Hasch at (717) 214-8000 x33 or via email at mhasch@m-inc.com.