INFRAVISION
IT OUT OF THE BOX

Complete implementation of ITIL in 12 weeks?

Optimal service management with BMC Alignability

Alignability is the newest innovation in service management systems, which may significantly reduce the time needed for an ITIL implementation project from 12-18 months to 12-14 weeks.

ITIL gives guidelines to organisations who want to define their service management processes. However, processes are not enough; they have to be completed with the details of how to carry out those processes into work instructions to give a real practical advantage for the employees. The Alignability model fills the gap between the ITIL framework and your service management tool.

In the Alignability Process Model the experience gained from over 150 companies in 30 countries, is distilled. It is a practical instrument that has been developed over the past 10 years. We can now safely say that when no changes are made to the processes they are guaranteed to work.

A practical example; service management combined with BMC Alignability

"An original approach"

Danone has brought into use SDE and APM, the perfect combination for your service desk organisation.
Aurelian Sin, Manager of Danone South East Europe, is responsible for the optimisation and standardisation of IT processes and their roll out in the entire Danone working area with 110 sites, 7 time zones, 17 languages and 8000 customers. Danone wanted this project to be accomplished quickly, their management would never accept a turn round time of a year. They thought in terms of three months, including design, training and implementation.

▶ Imagine the complexity of this project: so many different people, so many different nationalities and so many different ideas. In such a situation you need a partner in the real sense of the word. An innovative approach was needed, otherwise this project would never be feasible in the set time frame.

▶ At the outset, InfraVision distinguished themselves by presenting a completely fresh approach utilising the Alignability Process Model. This approach was notably different than the time consuming approach of designing and describing every single process in minute detail from scratch. What would normally take a year, could be done in a month.

▶ InfraVision's experience with BMC SDE and the use of APM when describing the processes made all the difference. In no time at all the system was operational. When the training started and everybody could see that the system actually worked, we removed any possible opposition

which is normally present during change. The training of the employees, which InfraVision is very experienced in, was part of the model. With InfraVision as a partner I really felt safe during the whole course of this potentially challenging project.

▶ I would describe InfraVision's Alignability Process Model as a body with flesh on the bones which you can make move in any direction you want. The only thing you have to do is to train your employees in order to be able to use that moving body in the right way. Other suppliers only deliver a skeleton; every muscle and every nerve that drives that muscle you have to put in yourself. As a consequence you would have to make a lot of choices of items that interact with each other in a multitude of ways which will take up a lot of time, and has the strong potential for conflicts.

▶ InfraVision's original approach promised a roll out within the short time frame that we set and they kept their promise.

Fase	week 1	week 2	week 3	week 4	week 5	week 6	week 7	week 8	week 9	week 10	week 11	week 12
I	Process Review & Definition of Customization Requirements											
II				Preparation								
III			Software Installation - Server								
IV					Customization							
V							Database Population					
VI							Awareness						
VII						Training							
VIII												Go Live

(Overlay text: Approval)

Manageable project approach

*An Alignability project consists of 8 phases; attainment of these phases can be controlled by the Capability Maturity Model. This strategy for the implementation of Alignability has proved to be very successful.
In an Alignability implementation project the out of the box ITIL processes, detailed work instructions and pre-configured toolset are included. These generally represent a 90% fit, rather than starting with a blank canvas. In this way maximum attention can be given to the engagement and training of your colleagues.*

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