THE ARCHON

TECHNOLOGY INTELLIGENCE

EXECUTIVE BRIEF

Lean ITSM: The Competitive Edge

A focused set of procedures reduces cycle time, improves user satisfaction and protects budgets.

Organizations that start with the core ITIL processes see measurable gains within the first 90 days.

→ Speed up incident resolution

→ Standardize request handling

→ Limit change risk

→ Enable data-driven improvement

CONTROL FRAMEWORK

Incident Management – First Line of Defense

Captures, categorizes, and resolves unplanned service interruptions. A clear escalation path ensures that critical incidents reach the right expertise within defined timeframes.

→ Log and prioritize incidents

→ Apply predefined workflows

→ Escalate based on impact and urgency

→ Close with documented resolution

CONTROL FRAMEWORK

Service Request Management – Structured Fulfilment

Handles routine user requests (access, software, hardware) through a standardized catalog, reducing ad-hoc work and improving transparency.

- → Request submission via portal
- → Automated approval routing
- → Fulfilment by designated teams
- → Closure with user confirmation

CONTROL FRAMEWORK

Problem Management – Root-Cause Discipline

Identifies recurring incidents, analyses underlying causes and implements permanent fixes, preventing future disruptions.

- → Detect patterns from incident data
- → Conduct root-cause analysis
- → Create known error records
- → Implement corrective actions

CONTROL FRAMEWORK

Change Management – Controlled Evolution

Ensures that all modifications to the IT environment are assessed, approved, and implemented with minimal service impact.

→ Submit RFC (Request for Change)

→ Risk and impact assessment

→ Change Advisory Board (CAB) approval

→ Scheduled implementation and post-implementation review

CONTROL FRAMEWORK

Configuration Management (CMDB) – Single Source of Truth

Maintains accurate records of configuration items (CIs) and their relationships, enabling impact analysis for incidents, problems and changes.

- → Identify and classify CIs
- → Record relationships and dependencies
- → Update CI attributes after change
- → Provide data for impact assessments

CONTROL FRAMEWORK

Service Level Management – Measurable Commitment

Defines, negotiates and monitors service level agreements (SLAs) to align IT delivery with business expectations.

- → Document SLA targets
- → Integrate measurement into monitoring tools
- → Report performance against targets
- → Review and adjust SLAs periodically

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CONTROL FRAMEWORK

Knowledge Management – Reuse Over Reinvent

Captures solutions, work-arounds and best practices in a searchable repository, accelerating incident and request resolution.

→ Create knowledge articles from resolved incidents

→ Validate and publish for reuse

→ Encourage self-service via portal

→ Continuously review for relevance

CONTROL FRAMEWORK

Continual Service Improvement – Closed Loop

Uses metrics from the core processes to identify improvement opportunities, plan actions and measure outcomes, ensuring the ITSM model evolves with business needs.

→ Collect performance data

→ Analyze trends and gaps

→ Define improvement initiatives

→ Track results and refine

EXECUTIVE TAKEAWAY

Executive Takeaway – Adopt the Core Seven

Deploying Incident, Service Request, Problem, Change, Configuration, Service Level and Knowledge Management delivers a disciplined, measurable service model. The result is faster resolution, predictable delivery, reduced risk and a foundation for future automation.

→ Start with the seven core processes

→ Leverage the CMDB for impact insight

→ Tie all activities to SLA metrics

→ Embed continual improvement from day one