

IT Governance & ITSM

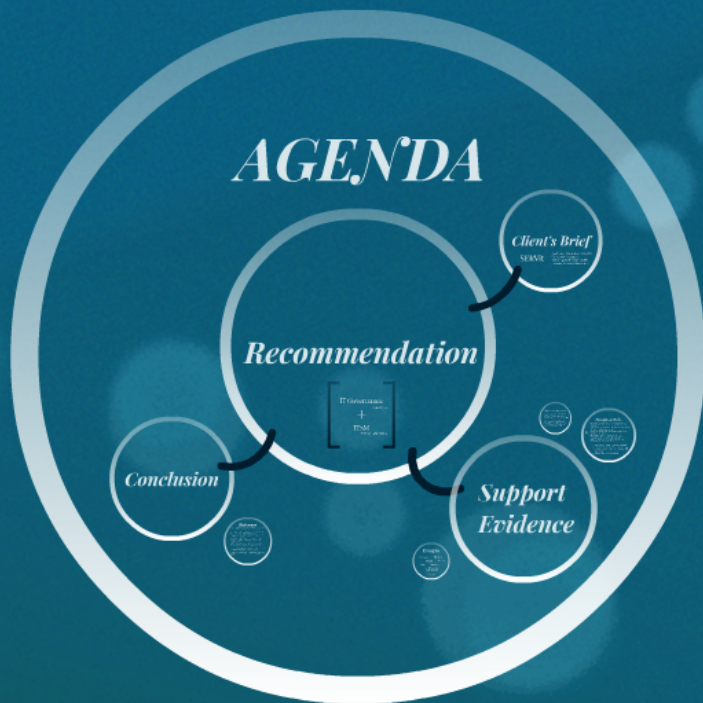


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IT Governance & ITSM



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AGENDA

Client's Brief

SERVit

- Servit model alignment with ITIL
- Servit model implementation
- Servit model for IT services (public)
- Transition for use of the service

Recommendation

IT Governance
COBIT 5.0

+

ITSM
ITIL v3 (SIEM) v2



AGENDA

Recommendation

IT Governance
+
ITSM

Client's Brief

SERVIT

Conclusion

Support Evidence

Reference

Examples

Benefits of Risk

Benefits of Risk

Client's Brief

SERVit

- Need some advices about using ITIL
- To maintain its customer
- Increasing the IT service quality
- Lowering the cost of the service

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Client
SERVIT

Recommendation



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Service

IT Governance

CobiT 5.0



ITSM

ITIL v3 eSCM v2