

The NCL logo consists of the letters 'NCL' in a white, bold, sans-serif font, centered within a solid red square. The background of the entire page is a complex, abstract pattern of overlapping, semi-transparent geometric shapes in various shades of red, orange, and brown, creating a sense of depth and movement.

NCL

The

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T

Service
Management

Service Catalogue:

Service Management Architecture

Service Management Architecture can mean different things to different people, which leaves organisations confused and spending money on multiple work strands to cover both business and data architectures.

Thankfully, our Service Architects also have a background in technical IT Service Management delivery. As such they're able to quickly identify the challenges between what is theoretical and what is practical, providing valuable advice that will accelerate your ITIL® v4 and Service Desk development, maturity and transformation.

A smaller version of the NCL logo, featuring the letters 'NCL' in white inside a white square outline.

NCL

DRIVING DIGITAL VIGILANCE

Service Management

Architecture

Our expert Service Management Architects embed themselves within your organisation using architectural best practices that are based on 'The Open Group Architecture Framework' (TOGAF®) to assess your current and intended future operations.

By choosing us as your IT managed services provider, our Service Management Architects will conduct a full or partial review of your business and ITIL process. This will help to understand where improvements, catalogue service, AI / machine learning, omni-channel interaction, CMDB improvements, data standards, integrations and automations can be applied to improve your service operations.

The other advantage of working with an IT managed services provider, is that our architects will produce a set of standardised outputs based on your requirements that will roadmap your journey to swiftly realising your IT Service Management goals.

Real-world uses

Integrated business partner

- Business architectures that are fully integrated with the Service Desk processes

Work-stream visibility

- Development roadmaps that clearly outline the workstreams that need to be delivered to mature your Service Desk and ITIL® v4 alignment.

Accelerated service on-boarding

- Accelerated Service Onboarding architectures that are derived from an integrated Service Catalogue, workflow automations and integrations.

Process efficiency

- Standardised and tailored ITIL® v4 process that support ISO accreditation and efficient Service Desk Operation.

Data Cohesion

- Data cohesion through defined data standards that need to be adhered to for sharing data between services and Service Desks.

Automated work-flows

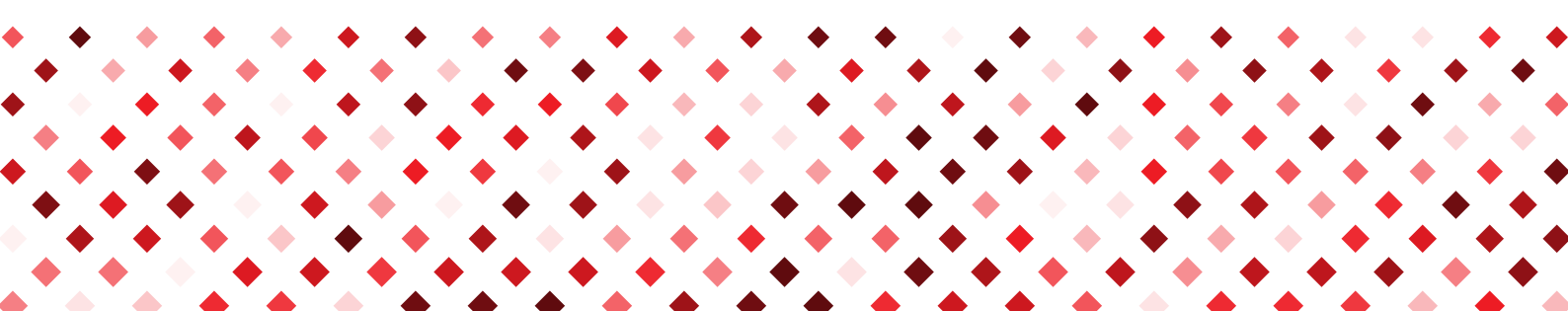
- Identification of time-consuming workloads that can be orchestrated and automated e.g., Staff onboarding – asset allocation, account creation, access permissions across all required applications (Teams, Salesforce, Active Directory) etc.

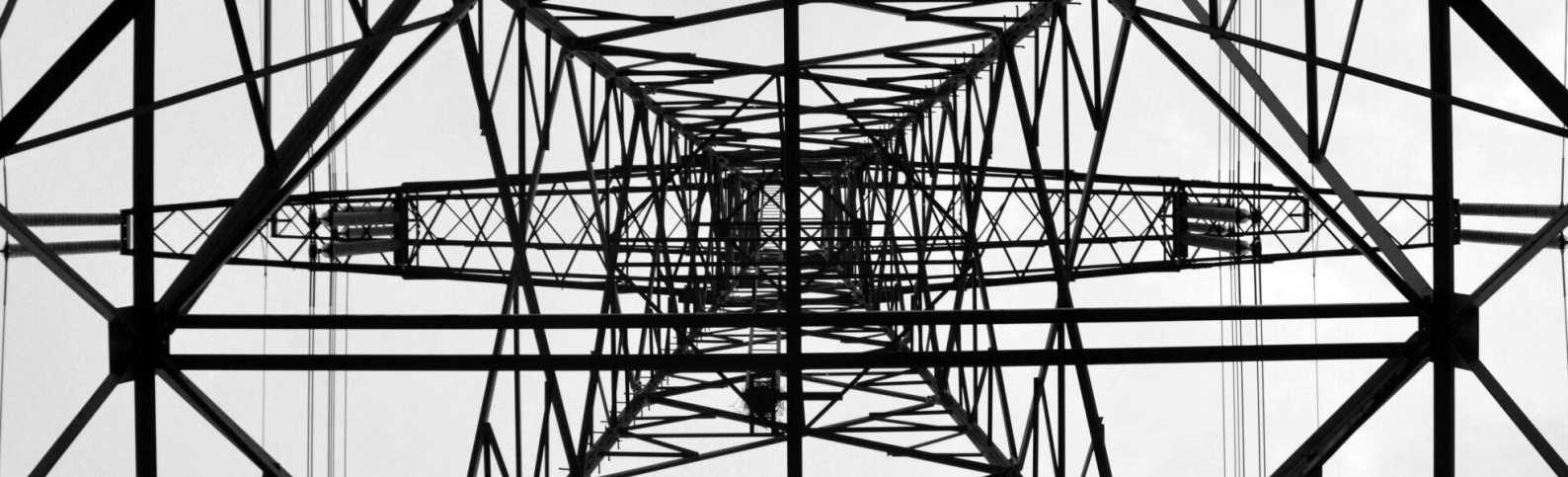
Enhanced user experience

- Improved user experience through delivery of an optimised Service Catalogue that provides key user services and service bundling.

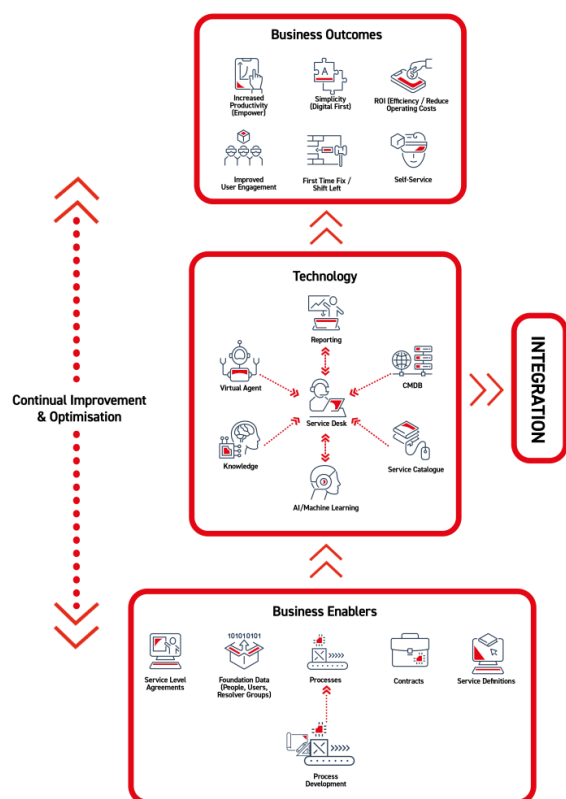
Clearly defined plans

- Target Operating Model improvement plans that clearly define the transition activities that need to complete to get your organisation from the 'as-is', to the 'to-be' end state.





Service Architecture



Our approach to Service Architecture is summarised into the following core areas:

- Business Enablers – Focuses on identifying what needs to be in place for the Service Desk to be effective.
- Technology – Focuses on the Technology elements and how they need to be configured to support your organisation.
- Business Outcomes – Focuses on alignment of all areas to your organisation strategic goals.
- Integration – Focuses on the extension of the Service Desk to optimise and improve daily operations with wider business services.
- Continual Improvement & Optimisation – Focuses on ensuring the Service Desk remains fit for purpose as your organisation Service Management maturity grows and your organisation evolves through growth, new services, and mergers.

Optional add-ons

- Business analysis
- Business transformation
- Target Operating Model creation / refinement
- Service architecture
- Process maturity
- ITIL® v4 adoption support:
- Incident
- Knowledge
 - Asset
 - Change
 - Problem
 - Event
 - Service level management
 - Service reporting
 - Service request (+ more)
- Process digitalisation
- Best practice and practical ITIL® 4 implementation
- Process integration
- Use case creation
- Creation of data models and minimum data sets
- User requirements capture and analysis
- Integration architecture
- Service catalogue creation & management

Service Management **Architecture**

You may know exactly what you want from a Service Management point of view, however you may be struggling to identify exactly which aspect of this broad subject suits your business best. This is where an IT managed services provider can help. We have a member of the team ready to discuss the options with you and how they could be implemented across your business.

Get in touch with us today to discuss your IT service management needs so you can start maximising your business value.



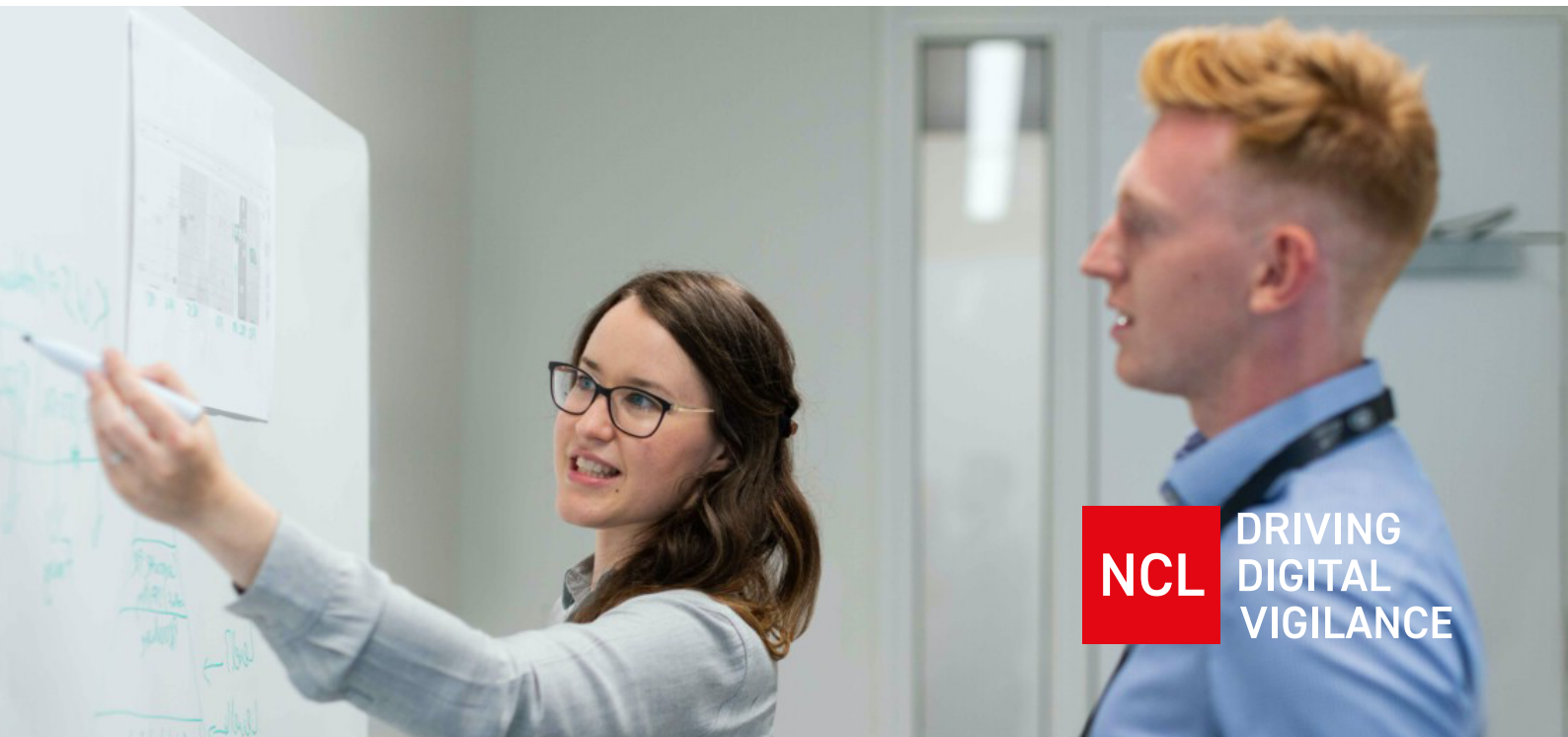
“NCL has helped us onto the next phase of our digital journey. They were responsive and agile, advising on emerging issues, communicating complex subject matters to a wide user audience, all while fulfilling the brief of technical advisor and critical friend. They effectively steered us through to our strategic milestones.”



Gofal Cymdeithasol Cymru
Social Care Wales

Sound good? Then let's chat 

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