CLAVIS klw AG
IT Service Management

Projekt Management

DIRECTING A PROJECT

Starting Up a Project → Initiating a Project → Controlling a Stage → Managing Stage Boundaries → Closing a Project

PLANNING → Managing Product Delivery

Risiko Management

Risk Analysis: Identify Risks → Evaluate Risks → Identify Suitable Responses → Select

Risk Management: Plan and Resource → Monitor and Report

Kommuni-kation

Communicate the Vision

Build up Awareness

Business & Management

Prepare

- Find Sponsors, Make Them Understand the Necessity of Change
- Form a Powerful Commited Coalition and Create a Common Vision
- Identify Customers and other Stakeholders
- Empower Others to Act on the Vision
- Set Direction (Align Business and IT Strategies)

Assess

- Management Assessment

Where to go (Plan)

- Business Case

How to get there (Do)

- Manage Organisational and Cultural Change
- Introduce New Roles and Responsibilities
- Training

Check

- Monitor Organisational and Business Drivers
- Evaluate, Review and Audit

Act

- Institutionalise Change – Keep Momentum Going – Learn Your Lessons
- Reinforce Business and IT Alignment Continuously
- Improve Skills and Manage Knowledge

Customers (internal & external)

- Required Role of IT

IT Organisation

- Maturity Level
- Skill Assessment
- Present Role of IT

IT (SM) Processes

- Maturity Level
- Gap Analysis
- Metrics CSFs & KPIs
- Monitor CSFs and KPIs

Methods & Tools

- Tool Assessment
- Identify Requirements
- Select Tools
- Implement and Customize Tools
- Report

© CLAVIS klw AG, CLAVIScube, Version 1.0 Februar 2005 © - ITIL® ist eine eingetragene Marke des OGC (Office of Government Commerce) - www.ogc.gov.uk.