

# Offerings for IT Services Organizations

CIO Services, LLC

  
www.cioservices.us

Focus Areas	Operations	Infrastructure	Applications	Strategy
<b>Situational Assessments</b>	Situation, assessment & actions recommended for services management improvement – processes, policies, controls & metrics	Situation, assessment & actions recommended for infrastructure planning, technology direction, procurement, engineering, deployment & rationalization	Situation, assessment & actions recommended for full SDLC of applications, packaged software & architecture	Situation, assessment & actions recommended for development of IT strategy, business alignment & IT governance
<b>Planning</b>	Review and direction setting for making changes to more formal services management practices such as ITIL or CMMI	Review and direction setting related to consolidating, modernizing or simplifying the technical environment – SOA etc.	Portfolio and application architecture reviews and direction setting. Specific project planning for integrated environments	Business interviews & strategy review, offsite meeting design/facilitation, document design, best practices reviews, strategy process, governance approaches
<b>Process Improvements</b>	Review, redesign & implementation of best practices for services management based on ITIL, CMMI and others	Review, redesign & implementation of best practices for sourcing, design, capacity planning, maintenance & support of infrastructure	Review, redesign & implementation of best practices for analysis, development, testing and implementation of custom & packaged applications. RUP etc.	Design & assist with implementation of an on-going strategy development and renewal process
<b>Organization And Skills</b>	Roles review, definition and skills analysis for operational positions - tied to best practice processes	Roles review, definition and skills analysis for infrastructure engineering, planning and sourcing positions	Roles review, definition and skills analysis for positions across the SDLC – tied to best practices such as RUP	Resources & skills needs, role definitions & processes for standardizing the personnel processes – tied to IT strategic direction
<b>Cost Control</b>	Analysis of operating efficiency based on cost per unit output and industry benchmarks	Procurement cost and maintenance cost reviews for new or existing contracts and renegotiations	Analysis of code reuse, quality, and other measures tied to development efficiencies. License purchase review for packaged software	Investment management & ROI processes
<b>Analysis &amp; Development</b>	See process improvements	See process improvements	Systems analysis, documentation and development in the latest Microsoft, IBM or open environments – OO and web centric	Development of the full IT Strategy Plan
<b>Project Management (execution) Guidance &amp; Practices</b>	PM processes and best practices for change management, disaster recovery tests, systems software upgrades, backups, integrations and transitions	PM processes and best practices for major activities such as data center consolidations or moves, network reconfigurations or revamps, and new build outs	PM processes best practices for major application implementations – initial specifications through go live, vendor, IT & business team direction setting and practices	Organize and manage the on-going strategy development & communications process

**For more Information:** email [info@cioservices.us](mailto:info@cioservices.us) phone 770-634-1210 website <http://cioservices.us>