



## Helping customers improve the availability and performance of their live services

Ever felt your service operations needed a boost but didn't want to throw the kitchen sink at it or your budget out the window?

There are a lot of distractions out there, and often, you just need to see the wood for the trees to focus on the things that move the needle.

Our Back2Basics workshop does this by guiding IT decision-makers to identify & implement aggressive, high-impact change to improve service & operations in the shortest time possible.

Using our 5P framework, our team help you find quick wins and align strategies. We foster collaboration to boost availability and performance within your organisation.



Focus Areas	5 P Framework	Target Expectations
• Vision, Goals, Objectives, & Initiatives		• <b>Strategy Mapping</b>   Practical alignment to business goals and strategic objectives
• Existing, Future, Internal & External		• <b>TOM "Lite"</b>   Functional, focused operating model aligned to the objectives
• Formal, Informal, Business & Technical		• <b>Process Playbook</b>   Opportunities for re-use, augmentation and formation
• Existing & future Technical Capabilities		• <b>Capability Clarity</b>   Product alignment, exploitation & rationalization
• Service Performance, KPIs & Metrics		• <b>KPI Kick Start</b>   Get clear on metrics that matter & set a baseline

The time is right when...	Core outcomes
<ul style="list-style-type: none"> <li>• Modernising of your digital services</li> <li>• Lacking clarity in service operations</li> <li>• Unclear capability landscape</li> <li>• Underperforming IT services</li> <li>• High incident volumes, high average MTTR</li> <li>• Recent Major Incident(s)</li> <li>• Decrease in operational spend</li> <li>• Poor user experience (internal and external)</li> <li>• Security and/or compliance issues</li> </ul>	<ul style="list-style-type: none"> <li>• Concise recommendations paper</li> <li>• Up to 10 Quick wins identified</li> <li>• 3 Month recovery roadmap</li> <li>• MTTR decrease of up to 18%</li> <li>• 15% in shift left opportunities</li> <li>• Product license cost opportunities of up to 20%</li> <li>• Operating model efficiencies upwards of 10%</li> </ul> <p><b>Commitment:</b> we commit to continue working with you <b>121</b> until the agreed outcomes have been achieved <b>free of charge</b>.</p>

Cartalogic have been supporting customers with their live services and operations since 2008. We continue to look for innovative, low cost and low impact methods to increase service availability and service performance for all customers, past, present and future



Rapid



Unbiased



Alternative



OnDemand



Community



## Product Lead – Public Sector

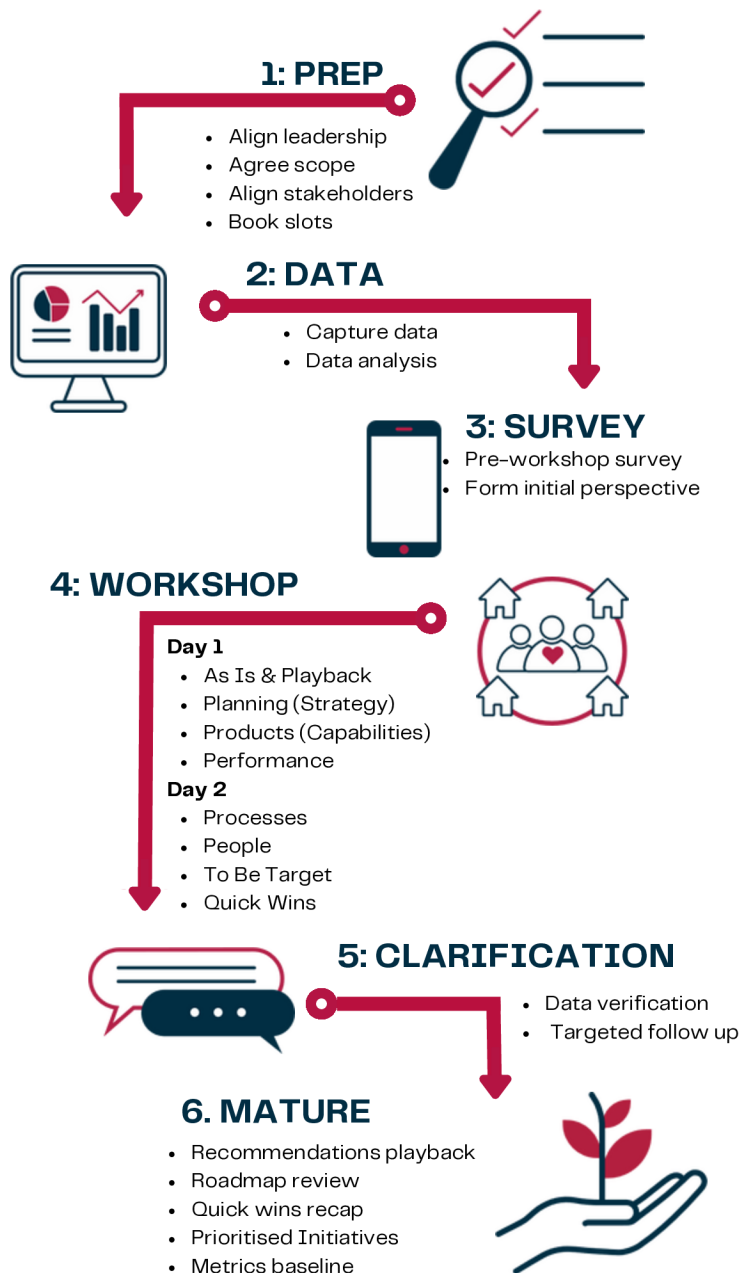
*provided invaluable advice on all aspects of our toolstack and helped steer us towards achieving greater return on investment.*

## Domain principle – Central Government

*helped define and deliver a tooling landscape capable of delivering, running and monitoring one of the largest IT estates in the UK.*



## Back2Basic Targeted Approach



## Alternative delivery methods

- OnDemand** | When a workshop isn't right for your business, we offer OnDemand advisory services.
- Scalable** | From as little as 1 hour per week through multi day commitments.
- Engagement** | F2F, email, phone and chat support services offered.
- Scoped work** | If you know specifically what you need, run the scope past us for a review and quotation.

## Off the shelf services

	People		
	Tooling adoption	User Experience	Self-service enablement
	Planning		
	Strategy alignment	Roadmap definition	ESM quick start
	Products		
	Capability landscape	Product rationalisation	Product exploitation
	Process		
	Process alignment	Rapid asset baselining	Process automation
	Performance		
	Performance matrix	SLM Improvement	Noise Reduction

## Capability focus areas

ITSM	Automation
ESM	Orchestration
ITAM	Performance Management
CMDB	Reporting
ITOM	Data Analytics
Service Assurance	Security and Compliance
Monitoring	Infrastructure Management
Even Management	Integrations
Observability	Asset Discovery
AIOps	Application Modeling



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