

IS YOUR ORGANIZATION READY TO TAKE THE PLUNGE INTO A NEW WORLD ECONOMY?

Most IT organizations are recognizing the need to focus on managing how their people, processes, and technology can better adapt to change. Organization Change Management ensures that all facets of the organization understand and embrace the global vision and strategy of the whole.

How do you:

- ▶ Build commitment and reduce resistance to change within your enterprise initiatives?
- ▶ Leverage the experience of similar initiatives from other companies?
- ▶ Understand what your critical awareness items are?
- ▶ Prepare stakeholders to understand changes that are going to occur in your environment?
- ▶ Position your personnel so they can embrace and adapt to change?
- ▶ Identify who the key players are for promoting and achieving acceptance at all levels?
- ▶ How do you ready your organization to properly prepare in order to be successful in the end?



HELPING YOU ACHIEVE YOUR GOALS

- Ability to manage and better accept change in your environment
- Measurement of cultural maturity and organizational readiness to integrate future service delivery improvements
- Consultation (Capture perceived focus: right focus, time, priority, effort)
- Identification or validation of opportunities (including quick wins) to improve adoption

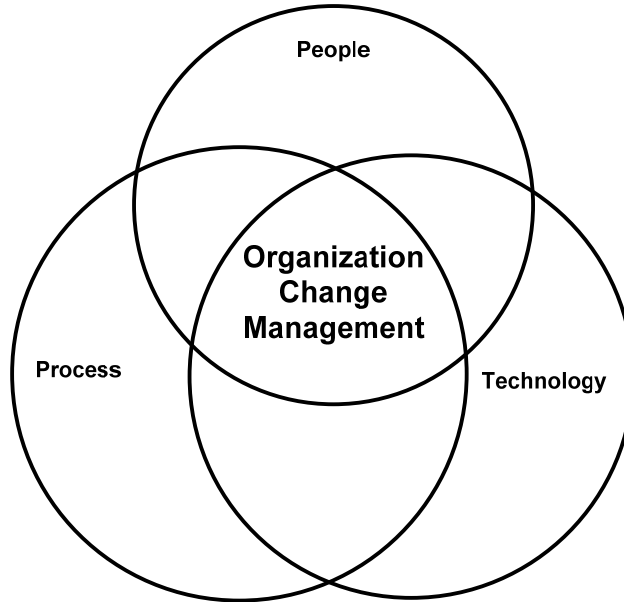
OCM Solution

- ▶ Provision of Organization Change Management Solution
 - Definition of key terms
 - Definition of Organization Change Model
 - Definition of high level activities
 - Definition of key artifacts
- ▶ Validation or creation of Organization Change Management function
 - Creation of key artifact templates
 - Creation of self-service instructions
- ▶ Initial Organizational Change Management Capability Assessment
- ▶ Initial Organizational Change Management Pulse Report
- ▶ Quick Wins

AERITAE'S VALUE PROPOSITION

Aeritae will assist you in your Organization Change Management improvement planning by bringing a full-featured methodology to assist you with solving service delivery challenges.

Aeritae consultants provide an unmatched depth and breadth in knowledge of best practices, process design, evaluation, tool integration, program management, improvement, and consolidation engagements going *ABOVE and Beyond* to serve your ITSM solution needs.



Aeritae ITSM Service Portfolio Offerings

Assessment

- Service Level
- Availability
- Asset & Configuration
- Change
- Knowledge
- Release
- Incident
- Problem
- Request
- Event
- Fulfillment Management

Baseline

- Service Level
- Availability
- Event
- Management
- Asset & Configuration
- Change
- Knowledge
- Release
- Incident
- Problem
- Request
- Fulfillment

Oversight

- Service Portfolio
- Service Catalog
- Service Level
- Availability
- Asset & Configuration
- Change
- Knowledge
- Release
- Incident
- Problem
- Request
- Fulfillment

Vision

- Service Portfolio
- Service Catalog
- Service Level
- Event
- Management
- Availability
- Asset & Configuration
- Change
- Knowledge
- Release
- Incident
- Problem
- Request
- Fulfillment

Execution

- Event
- Management
- Service Portfolio
- Service Catalog
- Service Level
- Availability
- Asset & Config
- Change
- Knowledge
- Incident
- Problem
- Request
- Fulfillment

& Beyond

- Organization Change Management
- Thought leadership and advisement
- Interim Leadership Services
- Configuration Management Systems
- Service Desk
- Knowledge Management
- Event (systems)
- Staff Augment