



Best Practice Building Blocks

A revolutionary approach to Service Management consultancy

Providing an innovative consultancy approach to IT Service Management
- blending online and onsite advice, planning, resources, mentoring,
facilitation and training

The Best Practice Building Blocks package provides a complete structure for an IT Service Management Improvement Initiative, from Business Case to Continual Service Improvement. The content of your programme is individually tailored through a dialogue with our team of expert consultants, lead by Helen Morris (whose name you will see on the modules).

Approximating to *employing an on-site consultant for 12 months*, our package delivers all the collateral and experience that an individual or team of consultants would provide to support your programme. Managed remotely, our consultancy support will encourage your staff to take ownership of your improvements and become their own agents for change. The drive for success will

truly come from within, embedding the cultural change more firmly in the team.

Delivered using an online coaching tool, our package enables us to maintain a close dialogue with our clients. Our online service allows us to build relationships with our clients, and maintains our communications through a single portal (no more misplaced emails).

You set the timeframe for your improvements, and manage your contact with our consultancy team realistically – no more wasted consultancy days when a critical situation needs to be managed.

Our packages are released over a period of months to suit your needs, reflecting the requirements of your improvement journey, and encouraging full engagement with each stage of your programme





Best Practice Building Blocks packages

Our revolutionary approach is realistically structured to reflect the access to our experts over the period of time agreed, and the breadth of collateral you receive from our Building Blocks package.

Package	Description
Standard	Entry level – online guidance from our expert consultants and access to sample documents through our online portal
Enhanced	Mid-range – online guidance from our expert consultants, access to sample documents through our online portal, and tailored documentation from your online responses
VIP	High level - online guidance from our expert consultants, access to sample documents through our online portal, tailored documentation from your online responses and access to up to one hour of live consultancy contact per module

Terms and conditions

Working days:

Monday to Friday 09:00 – 17:00 (GMT/BST) excluding UK bank holidays.

Standard

Response to Standard questions within 3 working days.

Enhanced

Response to Enhanced questions within 3 working days.

Tailored documentation produced within 5 working days following agreed start date, agreed via online questions and answers.

This does not include revisions, once the tailored output is created, it is owned by the customer for all future updates.

VIP

Response to VIP questions within 3 working days.

Tailored documentation produced within 5 working days following agreed start date, agreed via online questions and answers.

Following production of tailored documentation, access to consultants via telephone / teleconference will be agreed through the questions and answers. Revision of initial output will be delivered in 5 working days from agreed date. This will be a single revision of the documentation, after which the output is owned by the customer for all future updates.

Full terms and conditions relating to content are available on our website.

Prices are available on application.