

## Pultorak ITIL® and IT Framework Consulting and Training

Pultorak's field-tested ITIL® and IT Framework consulting services include training, and service and process assessment, strategy, analytics, design, implementation, and improvement, and tool evaluation and implementation. In addition to ITIL®, we feature training and consulting on IT frameworks including PRINCE2, ISO 20000, TOGAF, COBIT, PMP, LEAN IT, Agile Scrum, DevOps, SDI, and MOF.

<p><b>Training</b></p>	<p>We offer a full line of accredited, quality, cost-effective training, including a la carte and blended learning options for self-directed learners (eLearning, CBT, digital PDF, hardcopy courseware), and traditional classroom or virtual instructor-led training delivered in over 60 countries by field-tested consultant/trainers. We coordinate training logistics including instructors, instructor kits, train-the-trainer (if you decide to deliver the training yourself), participant kits, examination vouchers and proctoring for online or paper-based testing. We can customize training to include specifics for your initiative and tool(s), to make sure you get the right combination of general subject matter knowledge and specifics for your organization.</p>
<p><b>Assessment</b></p>	<p>Review maturity against best practice as a basis for developing a strategic, but practical roadmap for implementing improvements to close key gaps. The assessment is normally conducted by a combination of facilitated workshops, interviews and observation to review the gap between "where are we now?" and "where should we be?". The output from the assessment includes a roadmap for service improvement.</p>
<p><b>Strategy</b></p>	<p>What actions and initiatives are most likely to contribute to the evergreen outcomes of our firm, and which most clearly support the 'big bets' of our organization? What do others do when implementing and improving leveraging IT frameworks? What works and what does not? What must we do and what traps must we avoid to succeed? A strategy engagement sets out a clear vision for action, leveraging insight into what has and has not worked for others, factoring in your organization's situation on the ground.</p>

<p><b>Analytics</b></p>	<p>Gain insight into the health of your services and processes through our service management analytics services. Improve the data you gather, reporting, and metrics, and how you use them to manage and improve processes and services.</p>
<p><b>Design</b></p>	<p>Leveraging IT frameworks as a reference point, we help you, “adopt and adapt” faster and more effectively when designing services and processes that fit your organization. Work is supported by our process modelling and service mapping tools which greatly assist and accelerates the redesign and of services and processes.</p>
<p><b>Implementation</b></p>	<p>Service, process and organization implementation, measurement, metrics, and reporting, organizational change leadership and communication, learning program development, tool assessment and selection, SLA/OLA/UC review and development. Managing implementations, either project management or the implementation of new processes into live operation or the actual implementation which will include awareness campaigns, workshops, process re-engineering and cultural change programs.</p>
<p><b>Improvement</b></p>	<p>Get expert guidance for service and process improvement projects. Get independent, expert assistance in the management of service provision and process execution through a once-and-done engagement or a subscription service, where Pultorak provides independent guidance and insight on a monthly basis to make sure your improvement initiatives start off and stay on track.</p>
<p><b>Tool Evaluation and Implementation</b></p>	<p>A key component to success at service management are the tools used. Tools offer a way to automate and keep track of large numbers of requests of different types, along with other service management knowledge and information and required to deliver and support of the services offered by the IT organization to the company. We have experience with most major tool vendors and can map best or good practice processes to them.</p>

Contact us today at +12067291107 or [info@pultorak.com](mailto:info@pultorak.com) for more information including pricing, schedule and availability.