

Agile IT Service Management Consultancy Services



When everyone is focused on driving improvements to shared outcomes worth managing, and tools and methods make clear what is important and what to do about it, breakthroughs happen. Our approach brings continuous, focused action, in a world that demands a continuous stream of quick wins to get ahead and stay ahead.

Key Benefits

Just enough independent expert help on a regular basis.

Pay for just the help you need, when you need it, and where just the right amount of guidance makes a big difference. Pultorak's Agile ITSM consultancy is a subscription-based service where you get help from an independent expert who gets to know your situation, and sticks with you, for as many hours as you need, no more or less. Plans run from 8 hours a month to up to 40 hours a week, as driven by your needs

Keeps you focused, honest and visibly improving.

An independent expert who takes a cold eye to your situation at regular intervals, and helps you determine what

you will do, and what they will do with and for you can help you make sure you and your team have just the right amount of reflection and action on improvements to outcomes around things worth managing. And we help make sure you communicate your progress to key stakeholders effectively as well.

Continuous reflection, action and improvement.

Our approach leverages agile sprint-driven reflection and action. Instead of getting hung up on all the things you don't know and can't do, we help you and your team focus on what can be known and done, and to reflect and act in do-able chunks, with quick wins and larger-scale improvements delivered continuously. We work with you to get your team to, "get it"—their shared outcomes—and "get on with it"—taking action to achieve and sustainably maintain those outcomes through focused, practical action.



Customer Challenges

A shared understanding of important outcomes and desired states and where we stand relative to them.

The visual management tools we employ help make what is important, what state it is in, and what we need to do about it quickly clear, so that practical, effective action can be taken, and teams can get on the same page.

A practical method to gain shared insight and determine where to focus actions.

We employ an ITIL “dashboard” as a centerpiece for working with your team to develop a shared understanding of the desired state outcomes for each process. We work with them to gain a shared understanding of the current state for each—specifically, is it grey or unknown or “does not exist”, redo or broken, yellow or degraded, or green and good?



We then work with you and your team to stack rank which areas are higher and lower priority for action. We then work with them to identify actions to take—some of which may be short and simple, “just go-and-do” tasks, and others may be larger improvement projects; these are the “product backlog” which is the input to sprint planning.

A regular, expert-facilitated agile sprint learn-plan-do-check-act-communicate cycle.

Regular (typically monthly) sprint planning meetings where we work with you and your team to assess current state

against outcomes, actions taken, and actions to take next, including communication of results to key stakeholders.

Why Pultorak & Associates?

We are independent experts who get you further, faster.

Our consultant trainers have “been there and done that”, so they bring field-tested methods and collateral with them to the table to help you at critical inflection points. We want you to make the most of your investment and apply that intent to helping you decide what you and your team will do, and what we will do with and for you, within each sprint.

We employ an agile approach unique in the industry.

Through years of practical application, we’ve developed an agile set of approaches and collateral that are lightweight, easy to grasp and employ, and unique in the industry. We aim to empower and enable individuals and teams, in addition to seeking success for the overall organization.

We have no IT staff augmentation business to sell you.

We have no business selling through staff augmentation resources. We just want to be your trusted advisor for your IT service management implementation and improvement efforts and want to engage for as few or as many hours as that takes.

How to Get Started

Contact us at +12062791107 or info@pultorak.com. You’ll be glad you did.