



## Project Scope

A large pharmaceutical company with a worldwide footprint had need of an IT Service Management (ITSM) partner, experienced and accomplished in ITIL-based global services delivery.

GCI has a long and successful history with Network Operations Center (NOC) operations and ITIL-based services management and delivery.

## Our Expertise

With a core competence in ITIL-based services execution worldwide, Global Convergence believes a **phased** services delivery approach based upon customer requirements, will enable services delivery and transition at a predictable and manageable level of risk.

GCI's initial engagement activity includes alignment of our service governance structure with the client's service strategy, to ensure our services delivery design always supports client goals.

## Our Approach

GCI was able to offer seamless services delivery in LATAM and ASPAC, leveraging a regional presence in

Brazil and Singapore utilizing our Bucharest, Romania "legacy-voice" specialized NOC, plus GCI's two multi-lingual 24x7x365 Network Operations Centers located in:

- Oldsmar FL, USA
- Cluj-Napoca, Romania

## Our Results

Utilizing industry-acknowledged process and structure, GCI's execution against the ITIL methodology provides uniform, consistent & measurable milestones that can be reported on to clearly demonstrate value as well as improvement opportunities.

## Examples:

- Consistently meet and exceed SLAs for Incident Management and Service Request Fulfillment.
- Accurately identify and predict Performance & Capacity issues through ongoing Capacity Management sessions.
- Improve expectations for ad hoc project delivery through enhanced communication and adherence to processes.

## Global Service Delivery Governance

The ITIL-based process flow and methodology underpins GCI Global Service Delivery: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

With a high focus on Governance, GCI also maintains the following international industry Quality, Security and Compliance Certifications:

- ISO 9001:2015
- ISO 27001:2013
- SOC 1
- SOC 2 Type II Attestation

## Service Activation Plan Framework



### Service Strategy

- Collaborate with the client to understand their service strategy and incorporate GCI design in support of client goals
- Identify what services to provide based on client objectives, risks and budget
- Ability to leverage **ServiceNow** ITSM application to offer clients full visibility into GCI activity



### Service Design

- Service Level Management
  - Define SLAs
  - Define Service Priorities
- Develop KPI Metrics & Reporting
- IT Service Continuity Management
  - Align GCI and Client Business Resumption Plan
  - Develop ongoing DR test schedules & exercises
- Information Security Mgmt.
  - Design & Document Connectivity, Access, Compliance, Credentialing Process and Policy Adherence



### Service Transition

- Change Management Stages
  - Draft
  - Assess & Schedule
  - Approval (CAB)
  - Implement: Develop Record of Change (ROC), Technical Specifications, Test Procedures, User Acceptance Testing, Post Implementation Review
- Service Asset & Configuration Management
- Release & Deployment Management



### Service Operation

- Day 2 Support (Ongoing)
- Global Managed Lifecycle Support Services
- SLA-Based
- Incident Management
- Service-Disruptive Events
- Problem Management
- Root Cause Analysis
- Resolution/Mitigation



### Service Improvement

- Continual Service Improvement
- Governance
- Periodic Reviews and Reporting
- 7-Step Improvement Process
  - Define what to measure
  - Define what you can measure
  - Gather Data
  - Process Data
  - Analyze Data
  - Present and use information
  - Implement corrective action