

IT Service Delivery Trusted Advisor ROADMAP

STEPHEN D BUYZE
IT Resource Planning Analyst



"Stephen was instrumental in vastly increasing our operational efficiency."

- Aniruddha Plas

1

Technician and Service Coordinator Dashboards

- a) Request Segmentation by Priority
- b) Reconfiguring SLAs by the new Priority schema

3

Service Delivery thru Invoicing Optimization

- a) Review Signed Agreements and Services
- b) Align Contracts, Contract Exclusions, Services, Roles and Work Types

5

IT Managed Service Support Optimization

- a) Proactive Maintenance program
- b) Root Cause Analysis and RMM Scripting

7

Reporting, Benchmarking, Monitoring & Coaching

- a) Resource Utilization
- b) Mean Time to Resolution (MTTR)
- c) Reactive Hours per Endpoint per Month (RHEM)

2

Triage SOP and Ticket workflow optimization

- a) Re-configure/Repurpose of Queues
- b) Automation and Customer communication thru Work Flow Rules

4

Sales to Sales/Engineering to Project Management workflows

- a) Opportunity Pipeline
- b) Project Management

6

Service Manager Dashboard

- a) Personnel Performance Coaching and Review
- b) IT Service Delivery Best in Class procedures

8

Customer specific improvements

- a) Customer requested Live Reports
- b) Other

