

## ABOUT FOX IT®

Fox IT® is a leading information technology service management and governance business, providing a range of consultancy solutions to companies and government organisations around the world.

Established in 1981, Fox has over 30 years experience in the Service Management industry and is at the forefront of deploying ITSM 'best practice'. We achieve repeated success in our engagements through stakeholder and business interaction, contextual training and professional development, business aligned fit-for-purpose process development and implementation as well as support and project management for ITSM tool deployment.

Our tried and tested methodologies and tools accelerates delivery saving cost and effort, with deep ITSM heritage.



### Registered Office

Fox IT® SM Limited, 1 Vincent Square, London. SW1P 2PN

### Head Office

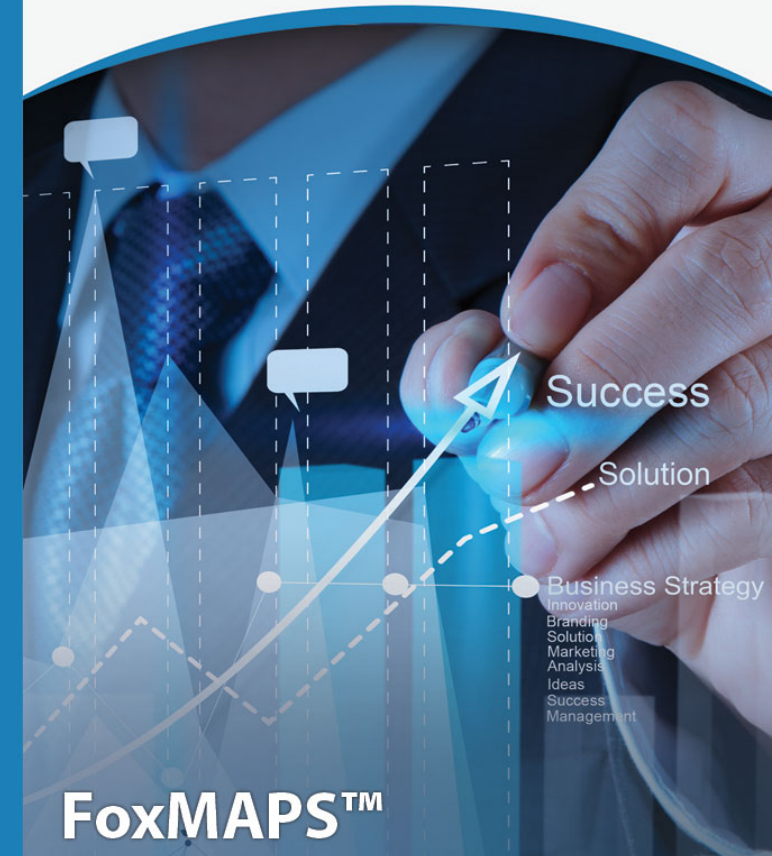
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## FoxMAPS™ REVIEW SERVICES

Fox IT® has developed an innovative range of review services, commonly know as FoxMAPS™, providing an independent and objective view of your own organisation's effectiveness. Each review is based upon our many years of proven experience, combined with industry best practice guidelines and frameworks.

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## OVERVIEW

**FoxMAPS™** is delivered by the Fox IT® Service Management consultancy team which has many decades of proven Service Management experience, mixed with some of the latest management concepts and real-world delivery experience.

All Fox IT® review services follow our proven structured approach, whilst still providing you with enough flexibility to customise the scope, approach, deliverables, duration and cost to meet your specific requirements.

## ARE YOU FACED WITH DEMANDS FOR

- IT Governance ?
- Improved Customer Satisfaction ?
- Value for Money and Cost Reduction ?
- Enhanced Service Quality ?
- Faster Service Change ?
- Efficient, Effective and Mature Processes ?
- Better staff deployment and morale ?

## NOT SURE WHERE TO START ?

Fox IT® has developed an innovative range of review services, commonly know as FoxMAPS™, providing an independent and objective view of your own organisation's effectiveness. Each review is based upon our many years of proven experience, combined with industry best practice guidelines and frameworks such as:

- ITIL
- ISO/IEC 20000
- Project Management
- CMM
- ISO/IEC 27001
- CoBIT

## FOXMAPS REVIEW SERVICES CAN BE CATEGORISED AS FOLLOWS

### ITIL®

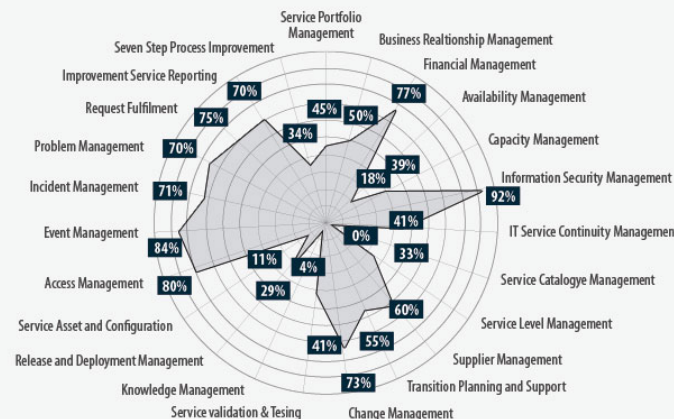
5 days spent on-site incorporating a combination of interviews, workshops, observations and/or documentation review. Following off-site analysis the findings, in terms of current maturity, observation, strengths & weaknesses, recommendations for remediation and an implementation road map, will be presented along with a detailed report.

### ISO/IEC 20000

5 days spent on-site reviewing the organisation's ITSM operation in respect of the 400+ requirements of this international standard. This activity incorporates a combination of interviews, observations and documentation review. Following off-site analysis the findings in terms of compliance, identification of non-conformities and remediation recommendations will be contained within a detailed written report, supplemented by a management presentation .

### Focused

Similar to the above reviews, but focusing on a custom set of processes and tailored to an organisation's specific requirements. A typical example is a Service Operation review, including Incident Management, Request Fulfilment and Problem Management, as well as the Service Desk function.



FoxMAPS™ Review Services cover a diverse range of subject areas and will set you on the road to improving the cost and quality of your organisation's IT service operation. As well as covering IT Service Management and ISO/IEC 20000 compliance, other areas covered include roles and responsibilities, education and training, performance measurement, continual improvement, etc.

All Review Services are delivered by appropriately accredited and experienced consultants and in accordance with industry best practice and auditing standards.

## OTHER PRODUCTS AND SERVICES OFFERED BY FOX IT®

- ▶ Strategy & Planning
- ▶ Professional Training
- ▶ Awareness Campaign
- ▶ Process Development
- ▶ Transformation Planning & Implementation
- ▶ ITSM Consultancy

## Acceleration Tools

FoxROI™ FoxMAPS™ FoxSELECT™ FoxPRISM™