



Service Management for IT

SMIT provides answers about your IT

SMIT creates value

- SMIT informs you of the current efficiency status of your IT
- SMIT shows clearly where and which IT processes can be optimized
- SMIT provides possible solutions for IT performance and cost effectiveness

Put simply, everything is getting more complicated

The further the possibilities and capabilities of corporate IT have been developed over the past few years (and will be in the future), the greater the quantity and diversity of the realizable processes will be, the more complex they become.

While simpler processes can still be covered using the classic decision tree, a change process, for example, would have to generate this decision tree on several levels, and the individual steps would have to be considered parallel to each other, not to mention the fact that the levels might occasionally overlay and overlap each other.

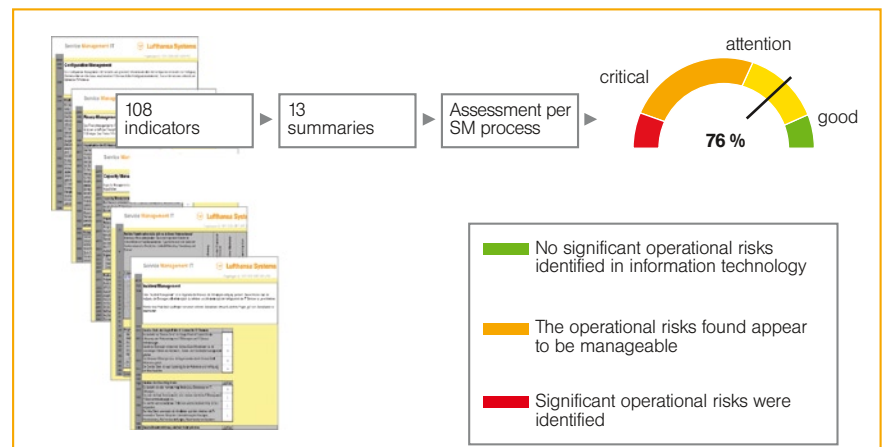
All just a question of organization?

What appears on the surface to be a harmless intellectual exercise is in practice a

series of important questions that every company using IT ought to ask itself:

- Is my IT mature?
- Are the individual processes as simple, as possible and at the same time as efficient as required?
- Does my IT take into account that processes affect each other, and how do they actually affect each other?
- Are all the steps in all the processes necessary?
- And are they logically consistent?
- These questions can be crucial to the success or failure of IT and hence of the company as a whole.

Naturally, these questions also pose a challenge for the head of IT, as well as for the external IT service provider.





The purpose of this service management is to organize the operational and tactical processes and control mechanisms of IT both efficiently and transparently – in terms of performance and costs. And to do so he needs answers. These answers are provided by our internally developed „Service Management for IT“, or SMIT for short.

The SMIT method is concrete rather than general: how SMIT works

Phase 1

In the first phase, SMIT consists of a number of highly detailed and extremely concrete questions which are answered by the client with „yes“ or „no“ or by multiple choice.

These questions highlight each process of service provision from all angles. In the next step, this puzzle consisting of many –

and as such seemingly insignificant – details is put together to form a comprehensive overall picture.

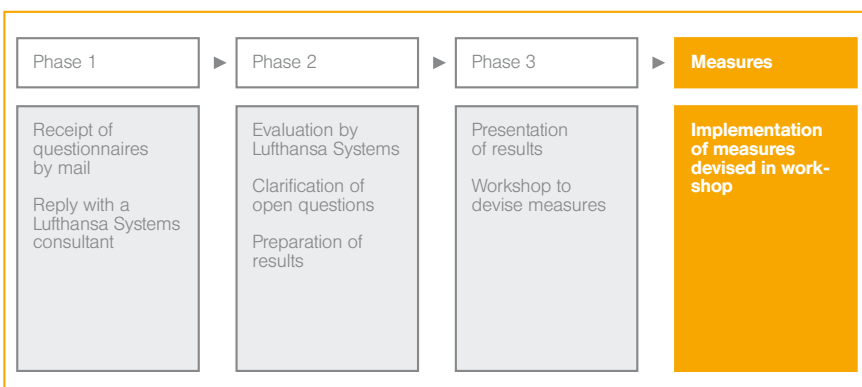
Phase 2

The automatic evaluation of the questionnaires is based on best practice solutions which are recommended by quasi-standards such as ITIL, MOF and COBIT on the one hand and have been developed from the long experience of Lufthansa Systems as an IT service provider on the other.

The subsequent presentation answers the question as to how mature your IT is with regard to your needs. And it does so in great detail: in particular, it points out the areas of corporate IT and its processes for which optimizations are recommended or considered essential.

Phase 3

SMIT therefore serves as an excellent basis for IT that operates efficiently in every respect. This is also the purpose of a two-day workshop in which approaches and solution proposals are discussed and developed jointly with the customer.



The three phases of SMIT up to the presentation of valid results.

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