

## **ESMI ITSM (IT Service Management) Mentoring Service**

ESMI offers mentoring services to individuals and organisations who are seeking to develop internal ITSM & Change Management capabilities within the organisation. The principle objective of the service is to develop internal capabilities, thereby reducing the requirement to engage external specialists, such as Service Managers and Project Managers. This service is proving very popular as organisations seek to reduce the costs of service provision.

The basis of the service is education, i.e. helping individuals to develop the skills to define and manage the environment, including interpretation of KPIs and identification of possible solutions. While principally based around best practice frameworks such as ITIL, Prince2, PMI, MSP, MoR, COBIT, SOX, Six Sigma, the scope of the service addresses all aspects of service management, including soft skills such as effective communication, time management, leadership, team building.

This service is successful because the education focuses on knowledge through the application of theory to resolve real issues within the individuals environment; thereby providing context to the theory. It also gives confidence to the individual / organisation. They know they have an experienced and reliable 'sounding board' that understands their environment, for any issues or concerns that may arise.

The mentoring service is delivered through a combination of on-site sessions and ad hoc mentoring, which is delivered offsite (voice & web calls, emails). The effort required for the mentoring depends upon the relative maturity of the environment and experience of the individual:

- An organisation, new to ITSM, might consider 1 day per week, with at least 2 days on-site, during the initial set up phase.
- An individual new to their role, in a relatively mature organisation might require 2 days per month, with 1 day delivered on-site.
- Finally, mature sites might consider 1 day per month (on-site) to provide support across all roles.

Some customers have indicated that the routine mentoring activity helps provide a consistent focus on service management initiatives, particularly in demanding reactive environments. This service has a measured return on investment. It is practical and in context to needs and requirements.