

ДОБРО ДОШЛИ

स्वागतम्

itSMFSrbija
Društvo IT Service Management Forum

ITSM and the Global Delivery Model

**itSMF Serbia Launch Conference
Beograd 10th December 2008**

***Marinko Vukovojac
Infosys Technologies Ltd***

Originator and leading exponent of Global Delivery Model

Revenue estimate of US4.8bn for FY08/09

Established 26 years ago by 7 founders

Bangalore HQ, listed on Mumbai and NASDAQ exchanges

Achieved NASDAQ-100 Index December 2006

Recognized for corporate governance and transparency

SEC, SOX, US & India GAPP

100,000+ staff, 57 nationalities, 55 offices in 20 countries

Leading employer in India with 9 major campuses across the country

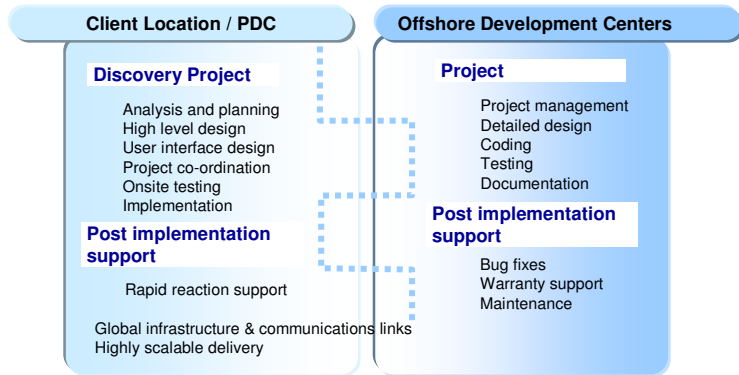
Delivery centres in Poland, Czech Republic, China, Mexico, Australia, Philippines

IT, Consulting and BPO Services

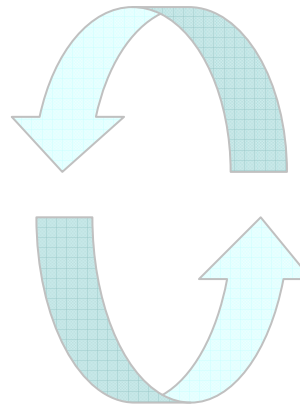
And vendor of the leading banking platform - Finacle

Global Delivery Model Snapshot

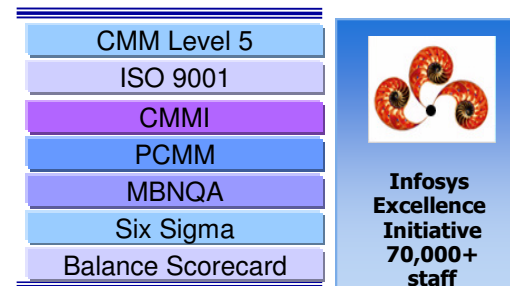
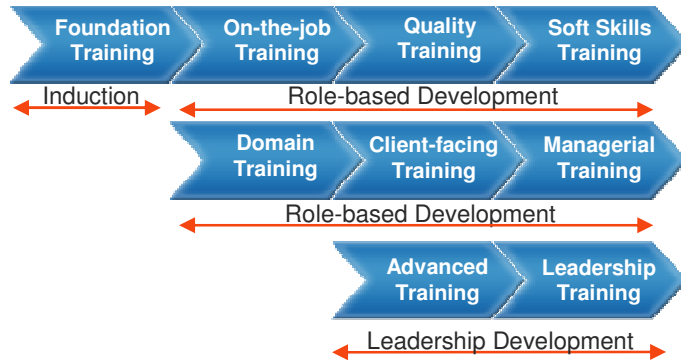
4. Global Delivery Model Execution



3. Pervasive tools and processes embed predictability



Life-long Learning



1. Superior Recruitment and Talent Management

2. Quality standard attainment across the organization

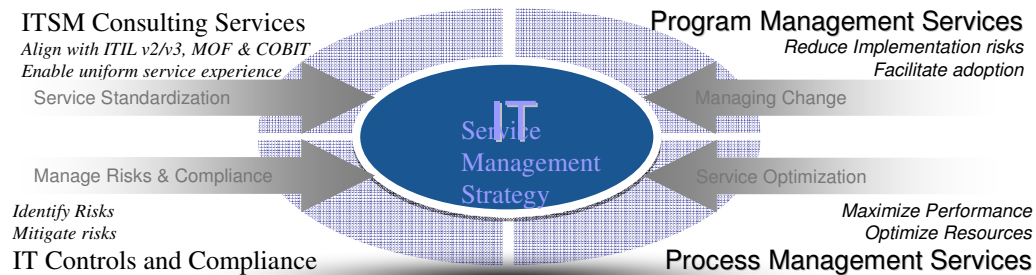
Infosys and ITSM

Competitive imperative to succeed in RIM & AM services market

Operations ITIL Compliant, ISO 20000 & ISO27001 Certified

Multiple delivery locations (onshore & offshore)

Consulting practice of 100+ certified practitioners



ITIL Master, BS 7799 / ISO27001, PMI, Six Sigma, CISM, CISSP, CISA

Leveraging experiences of RIM&AM services delivery

Delivered one of the world's first implementations of ITIL V3

Internal IT operations certified to ISO20000

We do it to ourselves as well!

Four Building Blocks for ITIL Assessment and Implementation

Maturity model based assessment

Framework to define the phasing and objectives for successful ITIL implementation

Infosys ISO20000 and ISO27001 toolkits reduce assessment effort by up to 75%

Quick and effective approach for V3 gap analysis

Benchmarking repository

i-PRISE framework

Generic re-usable process library using ITIL v3, CMMI, Cobit, ISO 27001 and PMBOK

Over 185 workflows, processes, templates and artifacts

Integrated processes across standards

Leverage Six Sigma and Lean to drive process excellence

Associated toolkits for information risk management IT security compliance

Global Delivery Model for project execution

Some Key Takeaways for ITIL V3

Gap Analysis against the five categories

Functions and Processes, Roles, Systems and Tools, Concepts / Techniques, and Work Products / Artifacts

Our experience is that concepts/techniques requires greater analysis and user education but is a key area for value realisation for V3

Assess your overall readiness for implementation

Gap assessment against the five categories ('Satisfaction Score')

Current operational fit against the V3 Lifecycle Model

*Organizational complexity, level of required change and ability to follow through
People Readiness for V3 adoption*

Articulate the benefits to stakeholders

backed by a business case

Thank You

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