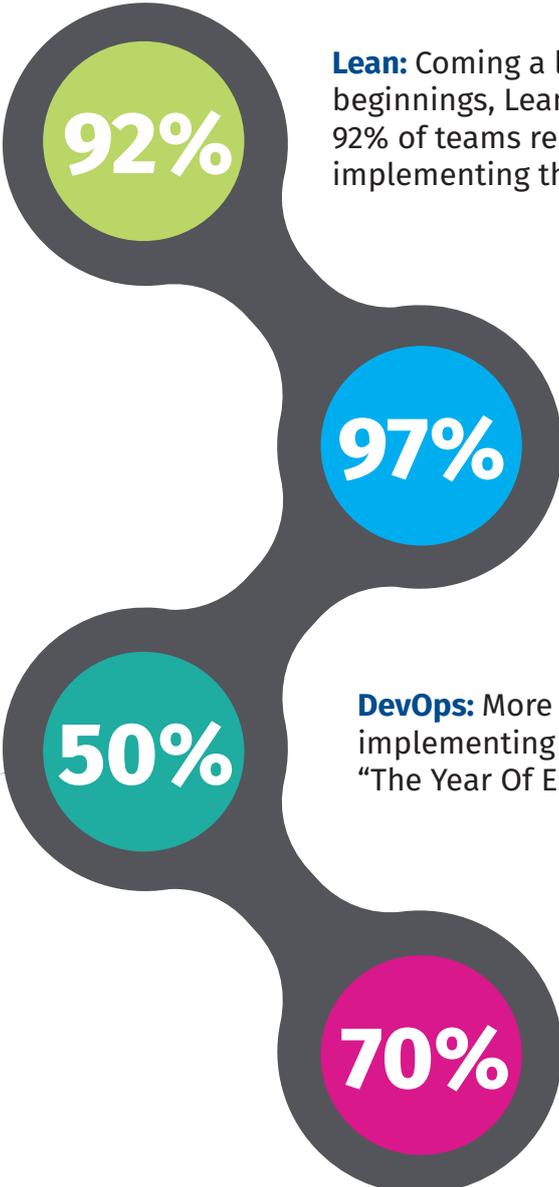pinkelephantasia.com

PINK

®

Knowledge Translated Into Results

Pink Elephant
Consulting Services

Where does your organisation stand in the industry?

92%

Lean: Coming a long way from its humble manufacturing beginnings, Lean is an integral part of IT teams today, with 92% of teams reporting improvements in project success after implementing the practice. (Lean Business Report, 2016)

97%

Agile: Agile is on the up and up, with 97% of organisations practicing agile development methods. (VersionOne, 12th Annual State of Agile Report)

50%

DevOps: More than 50% of organisations are implementing DevOps and 2018 has been declared "The Year Of Enterprise DevOps." (Forrester Research)

70%

Organisational Change Management: 70% of change initiatives are doomed from the start (Ken Blanchard Companies), take the necessary steps and ensure that your new initiatives buck the trend!

Pink Elephant is a global leader delivering premier consulting services in business and IT Service Management

Today's business world is changing at an unprecedented pace – and you need to keep up. It is imperative that organisations understand the best frameworks to use and how to make your implemented changes stick.

Since our inception 40 years ago, Pink Elephant has worked relentlessly with thought leaders and subject matter experts to bring the ideas and innovations that shape the future to thousands of organisations.

Our true expertise lies in our consulting team, which provides a customised, holistic approach considering the people, process and partner aspects, creating a solution that's fit-for-purpose and just right.

Choose Pink for an approach customised for you.

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Digital Strategy & Digital Transformation

The new digital era has changed the rules of business – customers are in control and new players force major disruptions in the market. To serve today's customers, you need to rethink your IT strategy and start your digital transformation. Pink Elephant can assist your organisation in formulating a holistic strategy based upon people, partners and technology.

Digital Strategy Design

IT organisations are constantly told to deliver value better, faster and cheaper, and one way to do this is with an effective digital strategy. A Pink Elephant consultant will assess your organisation's needs and identify an approach and future opportunities for your team to continuously deliver business value.

Digital Capability Assessment

Do you think your team is ready for a digital transformation but you're not sure where to start? That's where we come in. Bring us onsite to assess the readiness of your organisation, rate against an industry benchmark and the steps needed for a successful digital transformation. At the end of the assessment you will have a list of changes you can make immediately as well as longer-term opportunities to capitalise upon.

Service Automation Strategy

Pink Elephant is one of the world leaders in service automation consulting. We were the first global organisation to become accredited in the service automation framework and have implemented service automation solutions with industry leaders across the globe. Over the years, we have refined our service automation consulting model that assists organisations – large or small – in creating and implementing service automation solutions and services.

DevOps & Continuous Delivery

The capability to merge the world of development with the world of IT operations is ever more important to deliver services that are faster, more reliable, and fit-for-purpose. Is your organisation ready to be first-to-market?

Applying DevOps principles is not easy. It primarily focuses on involving your people and how to get them to collaborate as a high performing team. To unlock your organisation's potential , it is necessary to implement a cultural shift that demands commitment from management and strong leadership. Pink Elephant can guide your organisation to implement new behaviours and develop the leadership skills required for a successful transformation.

DevOps Executive Overview

Our DevOps Executive Overview workshop demystifies DevOps and what it really means to create and maintain a collaborative and highly communicative culture and an integrated set of processes. The workshop will also cover how to DevOps relates to other popular methodologies such as Agile, Lean and ITSM.

DevOps Strategy Design

Too often, IT professionals are told to "do the DevOps," and focus on the technology, but there is so much more to DevOps than that. The goal of our DevOps Strategy Design workshop is to provide enterprises – of all sizes – with a solid strategy and working framework to unlock the methodologies' full potential. With DevOps Strategy Design, your organisation can be optimally positioned for long-term success.

DevOps Maturity Assessment

Our DevOps maturity assessment serves as the basis for evaluating, benchmarking and developing an improvement roadmap. Our DevOps expert can show you where you are in your DevOps journey and the steps to take to get to where you want to be. The DevOps maturity assessment is a great start for any organisation looking to take their first steps with DevOps.

"Our organisation continues to partner with Pink as our choice for education, guidance and certifications for our ITSM staff. The quality of our course and engagements is top shelf."

IT Service Management

In today's competitive business environment that's rapidly moving towards digitisation, now, more than ever, IT needs to deliver efficient and cost-effective services to the business.

To achieve this success, the first step is realising that the true goal of an ITSM initiative: to deliver stable and reliable IT services to the business customer. We have honed our ITSM expertise over the last 20 years by setting the ITSM strategies for more than 100 Fortune 500 companies across the globe. The Pink Elephant consulting model provides a full transformation lifecycle approach enabling our customers to translate their ITSM knowledge into tangible and lasting results.

ITSM Strategic Roadmap

Transform your organisation to ensure the most efficient and effective delivery of business value to your customers. Your organisation needs to move from a technology-centric culture to one that focuses around service and embraces tried and true service management principles and best practices.

Your organisation will acquire the strategic knowledge to navigate around common barriers to manage significant shifts in attitudes, behaviour and culture across multiple stakeholder groups. Key deliverables include: a program charter with the ITSM program outcomes; a governance plan that identifies guiding principles, key roles and the process governance organisation; a high-level multiple-stage process map; a stakeholder training plan; an organisational change plan with key activities to change behaviours and gain the adoption of new or modified processes and the applicable ITSM tools; and much more.

ITSM Maturity Assessment

Gain insight into your organisation's IT process maturity levels as well as recommendations for improvements.

Under the guidance of an ITSM expert and experienced consultant, your organisation will employ an industry-wide recognised ITSM process assessment methodology – PinkSCAN™. The completed ITSM maturity assessment, which supports the ITIL® service lifecycle approach, will provide your organisation with a reference point from which future improvements and progress can be measured. This will allow for informed decisions to be made to best drive continual IT service improvement within your organisation.

"I've been a customer with Pink Elephant for more than 15 years and quality is never compromised"

ITSM Process Design

Design, develop and implement successful IT process improvements for your organisation that are based on the ITIL best practice framework.

Your organisation can choose from two different models of ongoing consulting support, depending on the goals and constraints of your organisation's process improvement objectives. One option entails a greater involvement of your organisation's resources.

Regardless of which model is used, these are some of the deliverables your organisation will receive:

- High-level process workflow and activity descriptions
- Process policies
- Process roles and responsibilities, including a RACI matrix (responsibility chart)
- Process integration points

ISO 20000 Consulting

Obtain a competitive advantage and validate the effectiveness of your organisation's IT service management system and processes to suppliers, customers, staff, and partners. Compliance with ISO 20000 can help your organisation drive down costs, improve the quality of core IT service management processes and improve access to key government markets.

The implementation of a management structure and system under ISO provides accountability for every element of ITSM, including a strong reporting structure, clear personal responsibility and supporting documentation. Ultimately, ISO 20000 helps your organisation achieve its goals of improving efficiency and effectiveness, customer satisfaction, and continual improvement.

"Pink Elephant was a great way to rapidly infuse the ITIL mindset into our organisation. Definitely worth the investment!"

IT Governance

The pervasiveness of cloud technology and mobile devices has led to IT organisations desiring complete control of their assets, processes and services. IT Governance is not only about adequately responding to demand, supply, management, and organisational development challenges, but is also about leadership. Our experiences in designing and implementing IT Governance activities have proved that changing the leadership of all professionals involved is crucial to successful governance.

COBIT 5 Assessment

The COBIT 5 IT governance assessment is a standardised maturity assessment based on ISACA's leading framework will assess the maturity of your IT processes, divided over five main domains for an effective governance of enterprise. Pink Elephant will benchmark your results to industry standards and provide you with a roadmap for quick and medium-term improvements. The COBIT 5 IT governance assessment is conducted within 20 working days.

IT Governance Process Design

IT governance ensures that the IT organisation's strategy aligns with that of the business. This workshop will put in place a framework that ensures your team is achieving their strategies and goals, while continuously delivering value to all stakeholders.

BYOD Audit & Assurance Programme

Learn to provide management with an assessment of BYOD (Bring Your Own Device) policies and procedures and their operating effectiveness, identify internal control and regulatory deficiencies that could affect your organisation. A Pink Elephant consultant will identify information security control concerns that could affect the reliability, accuracy and security of your enterprise data due to weaknesses in mobile computing controls.

Service Automation

Pink Elephant was the first global organisation to become accredited in the Service Automation Framework and has implemented service automation solutions with industry leaders across the globe. Our service automation consulting approach provides a brief glimpse into how Pink Elephant can support your organisation in adopting, implementing and improving service automation.

Service Automation Solutions

Save valuable time and resources while delivering stable and reliable IT services to your organisation's business customers. Benefit from a common and efficient methodology that can be applied to the various functions within your organisation's internal and external IT value chain.

This five-step structured approach, together with an extensive tool kit of service automation best-practice guidance, will enable the optimisation of services to pave the way for automation.

1. Service Automation Gap Assessment

Determine the readiness of your organisation for the adoption of automated services. Identify which automated services, if any, that your organisation already uses and describe the state of the service catalogue, service portals, service level agreements, technology, and skills requirements – based on the theory and structure of the service automation framework. The service automation gap assessment will be led onsite by an experienced consultant with in-depth expertise, as well as through extensive data analysis.

2. SAF Gap Analysis Document

Leverage the findings of the service automation gap assessment to identify the best route for achieving service automation. Discover the actions required to begin delivering automated services and identify opportunities for quick wins. In addition, your organisation will gain insight regarding cost savings and process design issues, as well as information necessary to build the financial business case for service automation.

3. Service Automation Blueprinting

Receive a service automation blueprint for every service in your organisation's service catalogue. Blueprinting is an essential technique used in service automation and provides key information necessary for both scripting and process automation. The blueprint will outline the workflows, communications, and scripts that need to be assembled in the self-service portal.

4. Self-Service Portal Design

Utilise the blueprints from the service automation blueprinting phase to create the self-service interface, which connects the users with the service provider and allows for the operation of the self-service portal. While meeting all the functional requirements of the organisation, the portal must be set up so it is easy to understand and easy to use.

5. Client Approval & Launch

Once all the automated services have been designed and implemented according to the service automation blueprint, your portal will be launched.

Lean IT

Lean IT is all about understanding how to assess business processes to identify and eliminate waste. Transforming an organisation to be more efficient and effective through the implementation of Lean IT is never easy and leaders play a vital role in driving this. It is not only about adding new technology but changing mindsets and culture. To make a successful and sustainable change, leaders need to demonstrate inspiring behavioural change. Pink Elephant can help leaders prepare and manage this transformation through efficient and effective leadership.

Lean IT Implementation Roadmap

Pink Elephant translates knowledge into results for its clients by focusing on customer value, creating transparency, achieving results, coaching in Lean leadership and the ability of the staff to learn continuously. Implementing Lean will increase IT productivity by an average of 25% within 12 months. In addition, the IT department will work more efficiently, transparently and will become more relevant to the business.

Value Stream Mapping Project

One of the key elements of Lean theory is that every activity that does not contribute value to the customer or organisation should be eliminated. Value stream mapping is a Lean technique that is frequently used to visualise value streams in organisations to identify and eliminate waste. With a Pink Elephant value stream mapping project, our consultants will critically review the IT processes of your organisation using our proprietary PinkLEAN process assessment approach. Using this approach, it is typically possible to eliminate 30-40% of non-value-adding steps and save costs without sacrificing customer value.

Continuous Improvement Through Lean IT

Implementing Lean IT is not a one-time project, and consistently maintaining the efficiency and effectiveness through Lean IT can be challenging. Pink Elephant can help implement continuous improvement practices by establishing a Kaizen mindset supported by the DMAIC problem-solving method. We will also help develop proper measurements that are aligned to the Lean approach for better reporting and further improvements. This will include defining critical success factors and key performance indicators that will be effective in ensuring efficiency is maintained.

Project & Programme Management

In IT organisations, project and programme management are indispensable, especially with change and innovation is vital for organisations to stay at the top of their industry. Pink Elephant's project and programme management solutions are based upon P3M3® (Portfolio, Programme and Project Management Maturity) model from AXELOS, which is used to assess the management maturity of an organisation. P3M3 is an indispensable means of ensuring project management is provably and effectively embedded in your organisation.

Our programme management services include:

- Programme strategy
- Programme/project controls
- Project and portfolio management – PRINCE2 and Agile Project Management
- Planning and programming
- Operational readiness assessments

PRINCE2 Project Maturity Assessment

If your organisation is using PRINCE2, we can help you discover and measure the practices that are used in an organisation to manage projects, and identify the improvements that are needed in the organisation to achieve the next level of maturity. The PRINCE2 maturity model assessment allows organisations to identity what is working well, areas for improvement and build an action plan to improve the way PRINCE2 is used to run projects. The areas of assessment comprises of process compliance and quality, process maturity and adoption, project compliance and quality and portfolio/programme compliance, quality and maturity.

Agile Project Management Maturity Assessment

Agile project management (Agile PM) based on the DSDM Agile methodology is fast becoming a popular alternative to traditional project management as it delivers faster outputs with translate to faster delivery of value. In organisations using Agile PM, we can help you discover and measure the practices that are used in an organisation to manage projects, and identify the improvements that are needed in the organisation to achieve the next level of maturity. The Agile PM maturity assessment allows Pink to help organisations identity what is working well, areas for improvement and build an action plan to improve the way PRINCE2 is used to run projects. The areas of assessment comprises of process compliance and quality, process maturity and adoption; project on-time delivery and quality.

Agile Development Consulting

Agile innovation methods have revolutionised information technology, helping IT teams deliver more, better and faster. As we see more organisations adopting agile, Pink Elephant can provide the guidance to ensure that agile adoption in your organisation delivers better value and quicker speeds.

Agile Maturity Assessment

Your organisation has implemented agile for a few years now but you wonder if it is bringing true value. How about your agile team? Are they more collaborative and effective? Is self-management delivering better quality products? We provide an agile maturity assessment that will help you understand where you are in terms of adoption of agile principle, processes, teams and improvement to further transform your organisation to deliver faster and better.

Agile Development

As you look to transition to more of an agile environment in your organisation, we can assist in implementing agile in the manner that best suits your organisation's needs. Be it Agile PM for large projects or Agile Scrum for software development, we can help!

Agile Coaching

One of the roles introduced by agile development is that of the agile coach. An agile coach helps teams or individuals rethink their jobs and adopt and improve their roles with agile methods and practices. We can help provide training for leaders to become better coaches in the agile environment.

Developing Self-Organised Teams

Self-organised and self-managed teams are essential for agile to succeed. Discover how to unleash the contributions of your team toward your organisation's critical priorities with Pink Elephant. We can help strengthen the foundation of your team through our team building programmes, and accelerate team performance by improving communication, cooperation, and trust.

IT Asset Management

Pink Elephant has refined its consulting model for assisting organisations – large or small – in creating and implementing an IT Asset Management (ITAM) strategy based on the International Association of IT Asset Manager's (IAITAM) best practice framework.

The Pink Elephant consulting model provides a full transformation lifecycle approach, enabling organisations to translate their ITAM knowledge into tangible results. The following lifecycle stage descriptions provide a brief glimpse into how Pink Elephant can support your organisation in adopting, implementing and improving your ITAM strategy.

ITAM Strategic Roadmap

Identify your key ITAM program drivers, develop your specific ITAM goals, and deliver a report on your organisation's vision – with a roadmap that will act as a foundational input into future planning activities. You will understand that ITAM is a people project supported by tools and processes, not a tool or process project supported by people.

ITAM Maturity Assessment

Whether the driver is internal service improvement, achieving a quality standard, or meeting compliance regulations, having a benchmark of current state is essential for any improvement program. The standard PinkSCAN™ assessment service provides a baseline of the maturity of ITAM processes, including focus to the IT culture, and, allows informed decisions to be made to drive continual service improvement.

ITAM Process Design

Unable to assign internal resources to the design and creation of process deliverables? Have our IT Asset Management experts design a leaner, more efficient and effective process with you! Within a workshop setting we will examine your customer requirements from the process in question and analyse each part of the process, looking for efficiencies and setting you on the path to continuous improvement.

"I had heard about Pink and it exceeded all my expectations. Clearly a well-run company that knows how to deliver its products. Top marks."

We Lead The Way!

A premier global training, consulting and conference service provider, Pink Elephant has an undisputed reputation for leading the way. We're proud of our pioneering and innovative spirit, which has enabled us to introduce and spearhead many revolutionary concepts and programs since our inception forty years ago.

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