IT SERVICE MANAGEMENT: VACATION OWNERSHIP

Leading South East US vacations provider connects over 175,000 home owners with over 60 resorts in more than 40 popular destinations across the continental U.S. and the Caribbean. The client wanted to improve customer satisfaction through their Helpdesk operations and tasked SDG with improving current processes and operational effectiveness.

SERVICES INCLUDE:

- ITSM Process Assessment
- Process GAP Analysis
- Maturity Profile and Ratings
- ITSM Tool Analysis
- Improvement Plan
- Quick Wins

SDG SOLUTION

- ITIL Framework for IT Service Management process assessment
- CMMI Maturity ratings for process maturity profile
- Six-Sigma DMAIC and ITIL CSI Model for process improvement
- Six-Sigma DMADV for new process design

RESULTS

- New IT change, release and asset management process established
- Governing policies for new processes are compliant to ITIL, COBIT, PCI IT and PCI standards
- All changes to Application and Infrastructure are traceable and accounted for
- Accurate information about IT assets throughout asset life-cycle

LEADING VACATIONS PROVIDER

Improved Helpdesk Operations