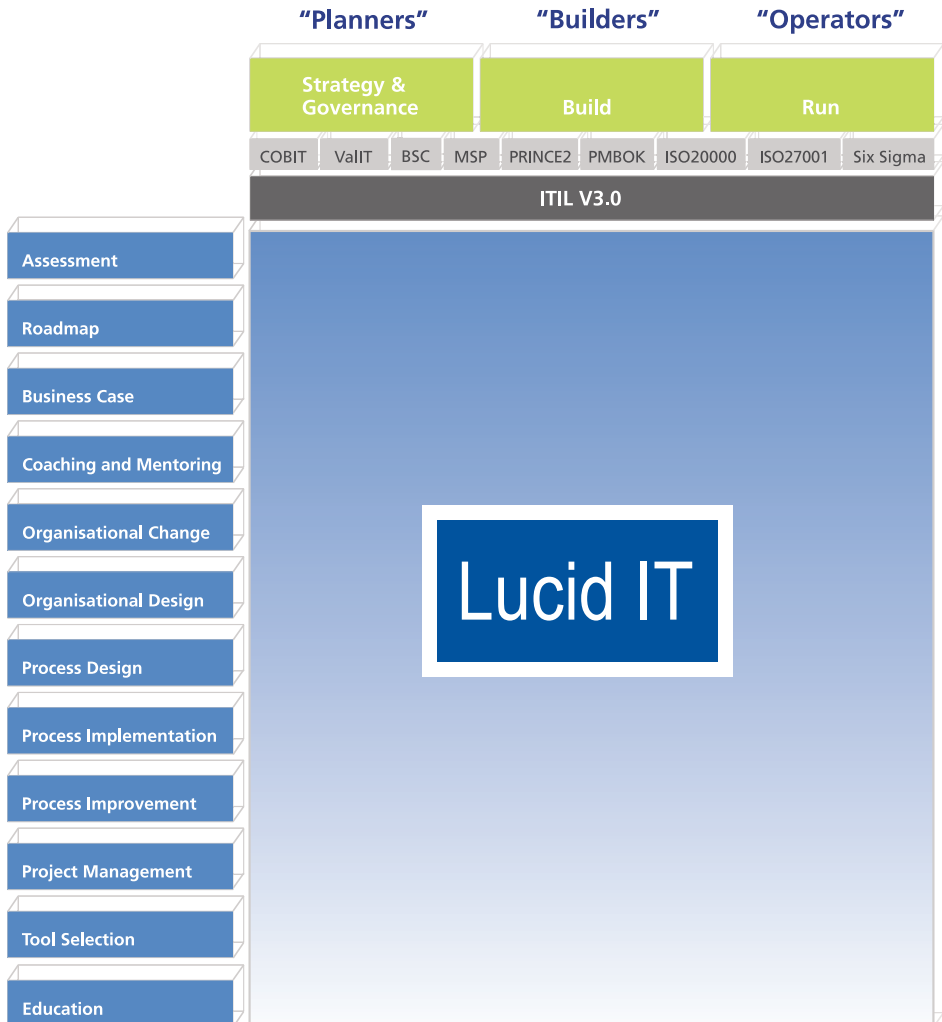




Service Catalogue



*Using best practice frameworks and standards
to improve service outcomes and deliver value*



Strategy & Governance Services

Consultancy

- Governance Framework Implementations
- IT Strategy and Policy Development
- Assessment Services (COBIT, ValIT)
- Service Portfolio Assessments
- Supply and Demand Management
- Risk Assessment and Management
- Sourcing Management and Integration
- Security Assessment and Management
- Balanced Scorecard
- Organisational Design
- Organisational Change

Education

- COBIT Foundations
- Security Management

Build Services

Consultancy

- Project Health Check
- Benefits Realisation Review
- Project Prioritisation
- PM (PRINCE2) Assessment
- PMO Implementation
- Project/Program Management Methodology Implementation
- PM Tool Evaluation
- PM Process Improvement
- PM Interim Management
- Coaching/Mentoring Services

Education

- PRINCE2; Foundations and Practitioners
- Managing Successful Programs (MSP)

Run Services

Consultancy

- ITIL Service Lifecycle Assessment Services (LITMAS)
- Process Templates
- IT Service Management/ITIL Implementation
- Tool Evaluation and Selection
- Process Improvement
- Interim Management
- Coaching and Mentoring
- ITIL V3 Alignment Services
- Establishing an effective Service Management Office (SMO)

Education

- ITIL Education (Version 3)
 - Overview (Executive or Operations)
 - Foundation Certificate
 - Service Capability (Practitioners)
 - Service Lifecycle
- ITIL V3 Foundation and Masters Bridging
- Managers Certificate (V2)
- ICT Infrastructure Management (V2)
- Application Management (V2)
- Service Desk Excellence
- ITIL Masterclass series

“Lucid IT’s expertise in IT Service Management has been invaluable in helping us craft our strategy”

Garry Whatley, CIO
Corporate Express Australia