## Context

ERDF's IT operator takes care of the operating of ERDF's distributor's IT assets.
The I&S department of the IT operator is in charge of the run engineering and of Operational Security. As such, it :
• provides level 3 support for systems, network, equipment…
• defines and maintain the Technical Operator's reference document,
• steers projects of framework's and infrastructure's evolution.

## Mission

Our consultant takes part in the Reference data and Methods domain of the I&S department and works on the ITIL implementation project, thus:
• adaptation, formalisation and processes establishment,
• implementation of the governance's structure around each process (effectiveness and maturity measurement…),
• choice of the framework for processes,
• coaching for change for the different IT Operator's departments.

## Issues & Goals

The IT Operator attach importance to the industrialization of its activity and decided to implement several management processes, among which :
• incidents, problems,
• changes, releases,
• capacity, configurations.
ITIL was chosen by the Operator in order to guarantee efficient processes, compatible with its activity's fast growth and compliant to best practices. At the same time, a frame for crisis and escalation management was created.

## Benefits

Thanks to his intervention, d²X Expertise contributes :
• to the homogenization of best practices between the different departments of the IT Operator, not only of methods but also of the framework used,
• to the elimination of hand-crafted practices in favor of industrialized practices,
• to the development of the IT Operator's practices, thanks to a continuous improvement approach based on maturity and efficiency audits and awareness campaigns for the teams.

**EXPERTISE**
*Differences That Make a Difference*