



- REQUIREMENT MANAGEMENT
- TEST STRATEGY
- TEST PLANNING
- TEST EXECUTION
- TRAINING
- DATA MANAGEMENT
- PROJECT ASSURANCE

**Siamang is a Service Management testing consultancy focused on the successful delivery of ITSM projects across a broad range of industry sectors. We consult on and manage all parts of the project lifecycle from requirements gathering to solution acceptance.**

**Ensuring that the benefits envisaged at the beginning are delivered at the end.**

#### ITSM Testing Experts

With 20 years experience in the field of delivering quality and testing services accompanied by a clear focus on ITSM solutions, Siamang is the right team to ensure that your ITSM solution functions as your organisation requires.

#### Leverage Your Existing Skills

Siamang is not a software development company. By leveraging your existing supplier arrangements, contracts and skills Siamang can ensure the value of your investment with your system integrator is retained.

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#### Service Management Expertise

Siamang helps businesses implement the systems that underpin ITIL® service management best practice. Whether a project is at inception, in need of a business case or it isn't delivering what your business really needs, Siamang can ensure you're on the right path.

Siamang helps businesses achieve innovative solutions appropriate for their requirements. By ensuring that systems are aligned to business processes and practices, project success is easier to achieve.

By understanding the interactions between the systems, the processes, the employees and the customers Siamang can ensure that ITSM really adds business value. Siamang has a proven track record of delivering high quality, timely and cost effective outcomes.

All Siamang consultants are ITIL® certified. Consultants have experience across industries as varied as FMCG, banking and telecommunications. Their expertise has been gained over 5 continents from single country implementations to "follow-the-sun" operations. For all of your ITSM needs, Siamang has the expertise to succeed.

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Siamang has worked in many different environments with individual and varied challenges. In this piece of work, Siamang was engaged for a specific function, namely to manage system testing on a major ITSM project. The scope of Siamang's engagement whilst rescuing a difficult project with an unhappy end-customer.

## □ The Client

The end client was a major broadcast and content provider based in the UK.

## □ The Project

The project implemented a new BMC Remedy system across a large user base.

Siamang were responsible for system testing.

## □ The Challenge

Siamang had to ensure that the testing workstream can be delivered and that all customer issues were resolved.

Our objective was to deliver robust testing practices within a large and complex organisation.

## □ Issues

- Originally engaged to manage system testing for a complete project, Siamang's responsibilities grew very quickly.
- Disengaged user group.
- Lack of UAT progress due to knowledge gaps in tools, processes and skills.
- End-client staff refusing to cooperate due to enormity of outstanding and unanswered issues.

## □ Solution

- Resolve the issues for the user community. Instigate a communication strategy to re-engage end customers.
- Perform root cause analysis to resolve underlying process and data issues.
- Mentor and transfer knowledge to the appropriate personnel.
- Support training material creation.

## □ Key learnings

- Customer engagement is vital, together with a clear and concise communication strategy and plan.
- Personnel must be given appropriate support and training to perform their jobs.
- Without adequate analysis and investigation, 'easy to resolve' issues can derail a project.
- What may seem trivial to project personnel can sometimes be essential when you are operating in a 24/7 operations environment.
- Clear processes and business change management are essential at the start of an ITSM implementation.