



- 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 numerous challenges. In this piece of work, Siamang was tasked with training a large user environment, disparate with their needs, location and technical ability. To compound the challenge there were many different types of desktop clients installed.

## The Client

The client was a household name telecoms service provider.

## The Project

This Project delivered a version upgrade of BMC ITSM.

Siamang were asked to design and deliver training for end users.

## The Challenge

Train a disparate set of users spread over multiple geographically dispersed sites with a wide range of needs.

## Issues

- Siamang was required to create effective training materials that could quickly address needs of a disparate user base, spread across sites with varying needs of user and their technological knowledge.

- The training budget was limited in resources and minimal available time.

## Solution

- Siamang designed a mixed method training programme. This comprised of multimedia and class based training plus telephone support.

- Firstly, a bespoke Video based training programme made up of narrated system walkthroughs was delivered via intranet to a variety of desktop clients.

- Fill in training and expert training delivered in small classroom based sessions, to individual skill sets.

## Key learnings

- It is imperative that training is planned and budgeted for at the start of a project, not the end.

- Clear user communities, roles and responsibilities must be defined in project documentation.

- A well defined communication plan will help to ensure all training requirements are gathered and all user needs captured.

- E-learning and mixed method training is an excellent approach when training multiple large groups with disparate requirements.