IT Service Management Processes in the Context of M365 Copilot.

IT Service & Portfolio Management

IT Service Management (ITSM) ensures that IT services are provided and operated efficiently and as needed within the organization. This increasingly includes services for new tools used in business processes for applying artificial intelligence (AI).

Maturity Assessment

In our Maturity Assessment, we focus on how the use of M365 Copilot can be seamlessly integrated into your ITSM processes and tool landscape to ensure governance, transparency, and security for your AI-driven business processes.

Assessment focus: Copilot & ITSM

Service integration

Copilot is integrated as a new service into existing ITSM processes (request, incident, change).

Access & licenses

Defined processes for requesting, approving, and assigning Copilot licenses.

Transparency & reporting

Use of ITSM reports to monitor license consumption, usage, and support quality.

Support & knowledge

Integration of training, knowledge base articles, self-service in ITSM tools, and support through the service desk.

Benefits

- Seamless governance and clear responsibilities.
- Better user support and fewer tickets.
- Transparent license allocation.
- Full overview of Copilot usage and value.

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Our services

Preparation

- Conducting a goals workshop including definition of project scope and focus topics
- Determining the process flow and participants for a smooth engagement

Foundation & expertise

- Use of modern, industry-standard frameworks and standards (ITILv4, COBIT)
- Leveraging customer experience enables high validity and benchmarking
- Conducted by certified experts (incl. ITILv4)

Best Practices

- Use of standardized and proven tools ensures efficiency and completeness
- Questionnaires
- Assessment matrix
- Assessment diagrams

Documentation

- Provision of a management summary and a detailed results document
- Evaluation and recommendations based on the defined scope

Selected References

AVENTICS	ITSM Design, Sourcing and Process Consulting
SIEMENS	ITSM Design, Tool and Process Consulting

Get in touch!

We show you how to turn Copilot into a stable and measurable AI service.

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Campana & Schott

Campana & Schott is an international management and technology consultancy with more than 600 employees in Europe and the U.S. We are passionate about supporting our clients with the most significant changes of our time and ensure that transformation projects and major projects are successful in the long term. Our areas of focus include transformation projects in the areas of digitalization, New Work, and sustainability along with business unit and organizational transformations. Our client base includes 33 out of 40 DAX companies as well as large mid-size sector companies. As a multiple award-winning Microsoft partner, we ensure that solutions, services and platforms deliver their full added value for our customers. We offer our services for the design, implementation and support of the migration of your file servers and SharePoint On Premise to Microsoft 365, taking into account your needs, constraints and objectives.

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