

# ITSM Jumpstart Assessment

Undertaking an IT Service Management (ITSM) improvement program is not a small feat. Studies suggest it takes at least three years to plan and implement the ten ITIL® processes. The way to ensure long-term program success is to first identify the right place to start. More specifically, this includes having measurable business aware benefits throughout the journey, solving real problems necessary to your overall success, and gaining buy-in from your team and business stakeholders all along the way.



The *ITSM Jumpstart Assessment* produces a roadmap for ITIL-based process change complete with actionable improvement projects tailored to solve those IT problems most plaguing your organization. Traditional ITSM assessments focus on rating the maturity of an IT organization's service delivery and service support processes against generic industry best practices. While this helps many organization looking to baseline their operational capabilities, it does not traditionally identify those key initiatives that are most valuable to solve based on your business' need, the current opportunity in your environment, or your resource commitments. The ITSM Jumpstart—using a mixture of interviews and workshops—is designed to address specific problems or opportunities in your IT operations and provide tailored improvement projects that your team identifies, builds and ultimately owns through completion.

## ***Our Approach***

Our consultants work with your leadership team to identify a vision upon which the engagement's scope will be based. We then apply a series of diagnostics to identify the problems and opportunities that exist in relation to your ITSM processes. In a series of workshops, we work with your team to:

- 1) filter the findings through specific business aware criteria,
- 2) develop proposals for each problem or opportunity, and
- 3) develop a project roadmap that includes associated project ownership, required resources, dates (timeline and duration), and commitments.

---

ITIL® is a registered trademark of the British Office of Government Commerce (the OGC).

# ITSM Jumpstart Assessment

## Project Scope Overview

<b>Duration</b>	Six – Eight (6-8) Weeks
<b>Target Audience</b>	<ul style="list-style-type: none"><li>• CIO/CFO</li><li>• Heads of major IT silos</li><li>• ITSM Executive Sponsor</li><li>• ITSM implementation project team and process owners/managers</li><li>• Representative customers and users</li><li>• Key IT staff</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Identified, analyzed, and initiated steps to resolve IT operational issues</li><li>• Recommended paths to effectively resolve IT operational issues</li><li>• Improvement initiatives owned and executed by IT staff, and validated and committed to by IT stakeholders</li><li>• The foundation for a continuous service improvement plan (CSIP)</li></ul>
<b>Project Outline</b>	<ul style="list-style-type: none"><li>• Identify vision and scope with project sponsors/stakeholders</li><li>• Lead kick-off meeting with project stakeholders</li><li>• Identify Jumpstart diagnostics and workshop participants</li><li>• Facilitate workshops to<ul style="list-style-type: none"><li>- Diagnose and understand existing practices and potential problems/opportunities</li><li>- Qualify problems/opportunities</li><li>- Develop and qualify proposals to address problems/opportunities</li><li>- Develop an action plan roadmap (including priorities, resources, timelines)</li></ul></li><li>• Conduct follow-on meetings with project sponsor to track progress</li></ul>

## Project Value Statement

The ITSM Jumpstart addresses the building of a best-practice, process-based foundation that will result in initial operational improvements. However, it is critical to note that maturing one's IT capabilities is not a one-time effort. This project effort will identify initial improvements along people, process, and technology disciplines and will provide for ongoing opportunities to identify follow on areas to improve over time and increase the organization's overall ability to deliver the quality services its customers and users demand.

# ITSM Jumpstart Assessment

## ITSM Jumpstart Assessment Methodology

### Project Initiation and Vision, Goals and Objectives Validation

- Validation of business' vision, goals and objectives for IT
- Set project roles, responsibilities and schedule.

### Data Gathering

- Assessment roles, logistics, schedule
- Identification of initial (raw) problems/opportunities

### Problem Qualification

- What is the problem/opportunity? How serious is it?
- Who is affected? How? By how much?

### Proposal Qualification (*Identify, define and qualify proposals*)

- What is the benefit? Who benefits? How? By how much?
- What are the proposed actions that will implement the benefit?
- How will you verify that the benefit has taken place?
- What resources are required? Who is responsible?

### Roadmap Commitment (*Select and prioritize and commit to action*)

- Where is payoff > cost of problem + cost of proposed action?
- What is the priority of each proposal, based on business effect and degree of difficulty? Who will do what, when?
- How will actions be tracked and adjusted?
- How will progress and value be communicated?
- How will commitment and execution be ensured?

### Roadmap Execution

- Communicate intentions, seek authorization, take action, track execution, and review status, make adjustments, and communicate progress/value
- Scheduled reviews at 30, 60, 90 days, then quarterly

