

ITSM Process Capability Assessment

Take the first step in creating an IT operations improvement roadmap for your organization by undergoing an IT Service Management (ITSM) Process Capability Assessment. The assessment lends insight into how you can better provide business-aligned, quality IT services in a cost-effective manner through a blend of people, process, and supporting technology improvements.

During the assessment, our consultants:

1. Work with your IT management team to identify IT goals and objectives
2. Examine how operational capabilities measure against industry best practices
3. Identify gaps and concerns
4. Provide near and long-term recommendations for improvement

Each recommendation serves as an action item complete with planning considerations such as resource requirements, project and role dependencies, and suggested timeframes helping to turn the recommendations into actionable projects. You will be informed on how the recommendations will benefit both IT and the organization as a whole—an invaluable tool in obtaining upper management buy-in and approval for the resulting ITSM improvement projects.

The end result of the project is a baseline of operational process capabilities and a customized roadmap that will help you efficiently and effectively move towards business-integrated IT services.

Our Approach

Our ITSM consultants work with your management team to identify and gain consensus on the assessment's vision, goal, and objectives. We then conduct the assessment, which is based on ITIL® and the Capability Maturity Model Integration (CMMI)®. The CMMI—in the context of IT Service Management—is used as the basis for evaluating and measuring the capability of an organization's IT operational processes on a scale of 0 to 5:



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| Target Audience | <ul style="list-style-type: none">• CIO/CFO• ITSM executive sponsor• ITSM implementation lead/project manager• Heads of major IT silos• ITSM implementation team• ITSM process owners/managers• Relevant IT staff |
| Benefits | <p>A meaningful improvement roadmap that will enable you to:</p> <ul style="list-style-type: none">• Align IT efforts with the needs of the business• Improve quality of service• Realize improved cost efficiencies |
| Project Outline | <p>Project Initiation & Management</p> <ul style="list-style-type: none">• Clearly define the scope of the assessment• Identify personnel to be interviewed• Identify documentation necessary for assessment discovery <p>Discovery</p> <ul style="list-style-type: none">• Conduct interviews with IT management team, as well as IT customers, users, and staff• Review operational policies, procedures, plans, and standards• Review process definition, procedures, and related artifact documentation• Review the use of tools and specific technology in support of IT operations• Conduct on-site reviews of policies, procedures, and practices• Discuss findings and observations with the project sponsor <p>Capabilities Assessment and Recommendations</p> <ul style="list-style-type: none">• Produce an assessment report that presents current capability levels and recommendations for how to better use people, process, and technology to provide business-aligned IT services.• Present findings and recommendations to the organization |