

IT Service Management Process Maturity Assessment

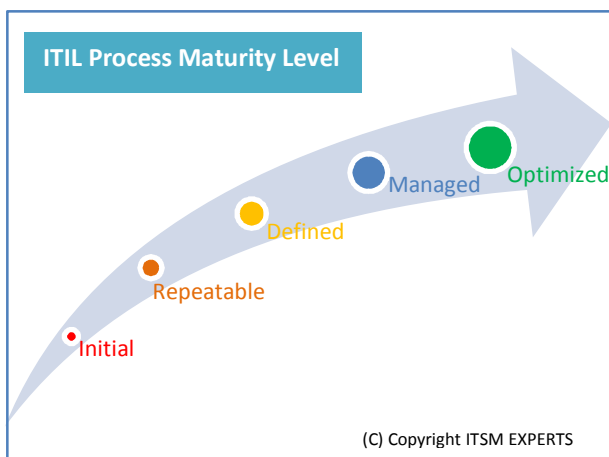


ADVICE | SKILLS | KNOWLEDGE

In today's challenging and competitive business environment it is vital to deliver cost-effective, high-quality services aligned with business goals. It's critical to transform IT operations from a component-oriented view to a business-oriented view.

To help meet this challenge, ITSM EXPERTS has designed a comprehensive IT Infrastructure Library (ITIL) process maturity assessment.

This process maturity assessment exercise will provide the organisation the view of their current maturity level against the ITIL best practice processes.



A standard ITIL maturity assessment analyzes each of the following major process areas:



- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management
- Capacity Management
- Availability Management
- Financial Management
- Service Level Management
- IT Service Continuity Management

Assessment Approach

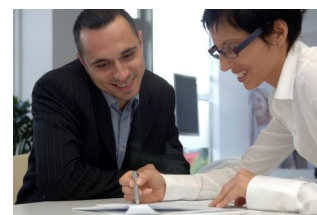
- Interviews
- Discussion
- Information Gathering

A comprehensive gap analysis report is produced upon evaluation of each process areas that covers organizational readiness, technology enablement and metrics, measurements and key performance indicators.

Using the results of the gap analysis, a comprehensive plan is then laid out with detailed plans of action that includes:

- Required steps that will make immediate process improvements
- Identifying any necessary changes in organizational structure
- Enablement for leveraging 'best-of-breed' technologies, while integrating complementary technologies that already exist in the infrastructure

Maturity assessments may be structure to address all ITIL practice areas, or a single process improvement area, selected by the client.



For more information on ITIL process maturity assessment and process improvement for your organisation speak to our experts today.