

Service Management Assessments

We can assess your service management performance. Our assessment is an analysis of your service management processes and systems capabilities. We will compare your organisation's current processes against industry best practices.

We will answer three important questions:

1. What is the current state of your service management performance?
2. What is your desired state?
3. How will we close the gap?

Scope

The assessment can be as broad or deep as you wish. We will work with you to determine the best approach to deliver the outcomes that you want.

Maturity Model

We assess your service management performance using the Capability Maturity Model Integration (CMMI). Maturity level ratings range from 1 to 5, with level 5 being the highest level and the goal towards which organizations are working.

Level 1: Initial

The organization acknowledges there is an issue that needs to be addressed, but a process has yet to be detailed. Incidents are dealt with after they occur on a case-by-case basis without many guidelines—if any at all—for how to go about the process.

Level 2: Repeatable

A process has been designed in a way that different individuals have a general guide to follow by undertaking similar procedures. The success of these processes is often dictated by the individual's knowledge and skill level.

Level 3: Defined

There is a standardized and documented process that is communicated through some form of training. Resources are pre-allocated to accomplish these tasks, which tend to be executed with a fair degree of success.

Level 4: Managed

Processes are both well-defined and in a constant state of management and improvement. Metrics are tracked to observe the impact of process changes on overall performance. Tools and automation are used to monitor compliance and improve the consistency of performance.

Level 5: Optimized

The final level of the CMM is optimization. Tasks are coordinated and managed with strong automation tools that provide deep insight and governance. Quality data is generated and exported to external management and business processes.

Using this model, service management assessments can score your organisation's service management processes to determine where your strengths and weaknesses lie.

Conduct

The assessment is carried out using multiple methods of observation, data collection, and documentation. The process inputs and outputs are examined, stakeholders interviewed, systems analysed, and activities observed. This is all conducted in a manner that has minimal impact on your business operations.

Closing the gap

A detailed journey plan is provided as an output from the assessment. This is workshopped with the stakeholders who are accountable for process and performance improvement. The roadmap is a navigable path from the current state to the desired future state. It will contain the short--, medium-- and long-term actions to be undertaken as well as the priorities.

It is important to note that it is not the process with the lowest score that is necessarily your highest priority. The processes to be improved will be those that will add the most value to the business and provide the greatest return on investment.

We can assist with the implementation of the journey plan as needed.

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