

ITIL® Process Maturity Benchmarking & Assessments

*IT Service Management
Training and Consultancy*

Features:

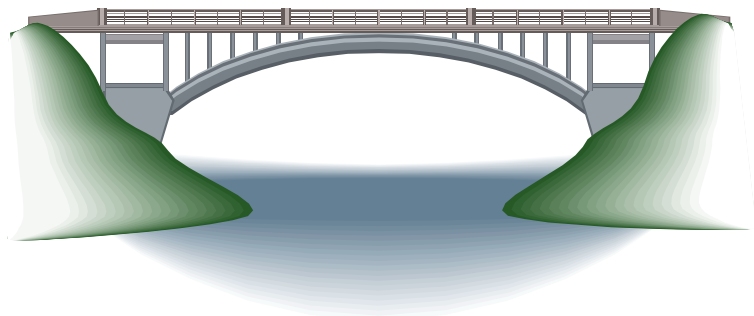
- Comprehensive on-line questionnaires
- Facilitated workshops
- Teams collaborate in real time
- Improvement activities automatically generated and prioritised for you
- Baseline Compliance (ISO/IEC 20000)
- Baseline Maturity (ITIL®)

Introductory Offer

£9,999 ex vat
for 6 processes

Benefits:

- Built upon countless hours of research and intricate analysis of various leading standards and consulting practices
- Saves you time and resources to prepare and manage your own self-assessment and service improvement plan
- Automatically generated and prioritised list of improvement activities



Bridging the gap between Business and IT processes

Perceptual value:

How is IT Service Delivery perceived? Processes influence perception

Scientific value:

How does the process perform against six key criteria, capability, distribution, technology, enablement, competency, function to process efficiency (FPE), level of automation

Financial value:

How much does it cost and is it worth improving

Improvement Activities:

A sophisticated algorithm is used to generate a list of prioritised activities and that advise you which areas need to be improved next

Call us today to arrange a FREE demonstration

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the Background

Abstract

The assessment portal includes a software mediated IT Service Management process assessment and reporting cartridge that is designed to expedite the collection and analysis of ISO/IEC: 20000 and ITIL® process assessment data.

Because it is a software application, it is able to eliminate the subjective influences of the consultancy process that has previously been evident in more traditional assessment methods. This objectivity and consistency of data collection and subsequent analysis, provides us with a unique opportunity to draw broader conclusions through meta data analysis.

This then allows us to identify trends that provide us with insight into the overall state of best practice adoption and the impact this is having on the discipline of IT Service Management and alignment with business imperatives as a whole. The data has been analysed to generate a wide ranging report looking at the capability of individual processes and alignment between IT service provision and the business customer

Report Structure

This white paper is broken down in to a number of sections. Each section deals with a different aspect of the ITSM market

- Business and IT Alignment as perceived by the business and IT
- Drivers for improvement
- Process performance
- The cost and benefit of ITSM processes
- Market drivers for process assessments

The various sections include a combination of statistical analysis and experience to draw conclusions from the source data. The experience supporting this white paper is based on over 50 years of combined ITSM knowledge and has been codified within a knowledge database of over 4000 items.

Introductory Offer

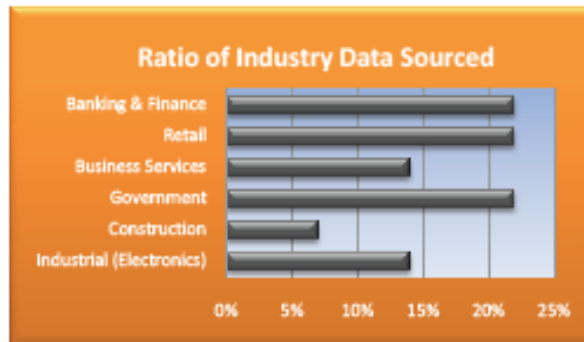
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Data Source

The source data was captured using an objective workflow driven methodology. This allows the detailed analysis of up to 17 ITIL and ISO/IEC 20000 recognised processes. Each process can be analysed using six different aspects. The analysis of the process is also weighted to take account of the profile of the IT service provider whose processes are being assessed. This allows for realistic comparisons between IT service providers regardless of their industry sector and scale. The data capture techniques involve research triangulation. That is, three sources that are cross referenced for consistency.



The organisations involved in the data capture fall into the sectors shown in the chart on the left.

The IT organisations ranged in size from 70 to 1200 staff with the source data being relatively well balanced across all sectors

Overall Conclusions

Organisations are investing substantially in best practices based on ITIL and ISO/IEC 20000. Consequently, key operational processes appear to be maturing to the point of commoditisation across all market sectors. Whilst this is a positive sign, the concern is that the business context of these processes is not clearly understood. In other words, there is no demonstrable links between the sensible operation of the processes and the bottom line of the organisation they support.

Whilst gut instinct tells us that process improvement is a good idea, without tangible linkage to financial outcomes, it becomes improvement for its own sake. We find that most organisations are focusing on their core ITSM processes and making improvements to them. However, these are rarely measured and where they are, seldom tracked against fiscal return on investment.