

Service Value Assessment

- Consistent research shows IT Service Professionals, more than ever, need to demonstrate they are delivering value to the business.
- Our Service Values Assessment can help with this challenge, by quickly identifying opportunities in service capability.
- Working closely with clients, we formulate a plan for IT to engage with the business, deliver against business objectives and move up the value chain.
- Three days on-site with you, your team and key business stakeholders. We set out to understand your business and it's requirements, and then map your IT team against the ITSM Value Model™
- Five key competency areas:



SERVICE DESK



SERVICE MANAGEMENT



IT MANAGEMENT



VENDOR MANAGEMENT



BUSINESS RELATIONSHIP MANAGEMENT

What Can Be Reviewed



Service Strategy



Service Design



Operating Model



People and Skill sets



Continual Improvement



Process Maturity



Tool Review



Customer Satisfaction



Customer Experience



Leadership



Challenges



Opportunities



Reporting Metrics

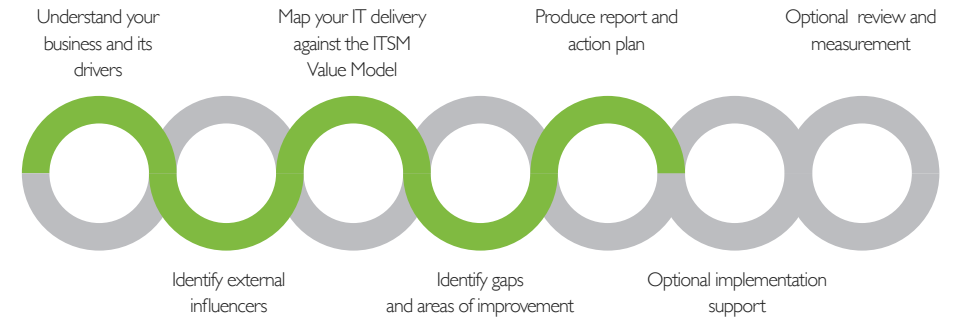


SLA



The Future

The Process



Outcomes and Value

A comprehensive presentation on the findings, an explanation of the ITSM Value Model™ and an action plan with ideas for improvements:

- Report tailored to your business requirements & delivery capability
- Comparisons to industry best practice
- Quick wins, tactical and strategic improvements against your objectives
- High level short, medium & long term CSI plan
- Optional ongoing support and guidance

Service Value Assessment

Leading Service Quality and Performance Assessments

Our service value assessments have helped our customers redefine their strategic direction, improve operational efficiency and drive world class levels of performance, whilst improving customer experience and satisfaction.

ITSMValues' consultants are executive level service professionals with twenty or more years of industry experience covering Service Desk, Service Delivery, IT Management, Procurement, Vendor Relationship, Contact Centres and Business Relationship Management. They are driven to help your organisation manage the rapid change and complexities inherent to tech support services. They have spent their careers running service and support operations and benchmarking service standards.

Service Assessment Methodology

Our proven service value assessment methodology maps five key operational areas 1) People, 2) Process, 3) Technology, 4) Vendor Management, 5) Business Relationships, against a six stage value model. The process includes interviews and round-tables with key service leaders and individual contributors, discussions and site visits with strategic customers, service operations and reviews. The model compares best practice guidelines and standards to align your operating model with industry standards.

In detail the assessment covers the following areas:

- Strategic plans & Direction
- Organisation structure
- Operational plans
- Customer satisfaction & experience programmes
- Service operations processes, policies & procedures
- Performance metrics
- Staffing & Career planning
- Technical toolset
- And more

Our Service value Assessment includes a number of deliverables that will help you and your organisation take the next step towards world class performance, including:

- Comprehensive Assessment Report and Executive Presentation
- Analysis of Strengths, Weaknesses, Opportunities and Threats
- Benchmark against Industry Leading standards
- Roadmap for Implementing Recommendations