

30/60/90 Day Plan



Tactical plan with objectives broken into 30, 60 and 90 days across People, Process, Technology, BRM and Vendor Management (can be focussed on one key area).



Ideal for the IT Manager / Head of Service looking to build a short term plan linked to the IT strategy and business objectives which will achieve immediate results.



Delivers fast results and provides a solid foundation and platform for strategic change. We can design your plan, help you execute the one you have or offer advisory services during the plan creation and implementation.



Two weeks working with you, your team and key business stakeholders. We set out to understand your business and its requirements, and then map your IT team against the ITSMValue Model™ and produce an immediately actionable plan.



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

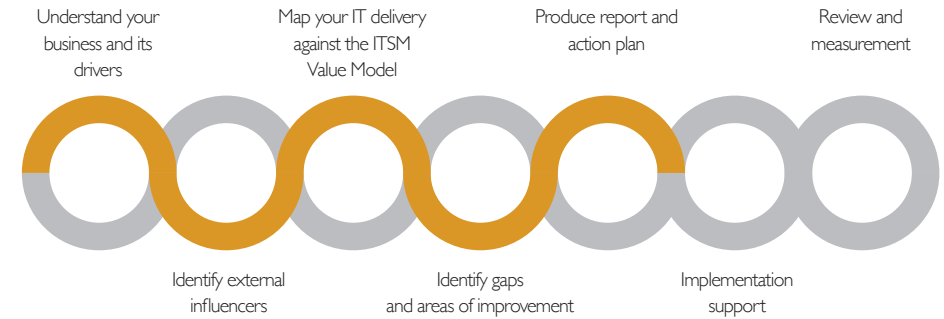


SLA



The Future

The Process



Outcomes and Value

A comprehensive presentation back on the findings, an explanation of the ITSMValue Model™ and action plan, with a written report of the ideas for improvements, covering:

- Report tailored to your business requirements & delivery capability
- 30 day deliverables. 60 day deliverables and 90 day deliverables against your objectives
- Comparisons to industry best practice
- Recommendation of partners to assist in delivery
- High level short, medium & long term CSI plan
- Review after 30, 60 and 90 days
- Optional implementation support

30/60/90 Day Plan

Service Quality and Improvement

Our 30/60/90 day plan offering has helped our customers refine their capabilities, 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.

30/60/90 day plan methodology

Our proven service value improvement plan 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 roundtables 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.

The assessment will focus on five key areas:

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
- Business relationship
- Operating model including objectives and influencers
- Long term forward plan

Our 30/60/90 day plan offering 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
- Short, Medium and long term improvement plan
- Analysis of Strengths, Weaknesses, Opportunities and Threats
- Links to key business objectives
- Benchmark against Industry Leading standards
- Coaching and development plan
- Roadmap for Implementing Recommendations
- On-going support to implement the changes
- Introductions to suitable delivery partners