

## BASELINE MATURITY ASSESSMENT

*Maximize effective use of resources to drive IT Operations improvements*

### Baseline Maturity Assessment

A Baseline Maturity Assessment allows you to evaluate your current IT Operations practices, performance and process controls against suggested best practices from industry-standard public frameworks. Benefits associated with the Baseline Maturity Assessment include:

- Validation of strategic approach and future direction for process improvements
- Improved business alignment between IT and their customers
- Enhanced ability to communicate with customers to meet or exceed their expectations

The assessment team assists you in identifying the appropriate scope and content for the Baseline Maturity Assessment. The customized scope and content for the Baseline Maturity Assessment, is designed to closely align with your business objectives, and provides these features:

- Measurement of the process maturity levels (using a CMM model)
- Comparison of current IT Operations processes with industry-standard best practices (ITIL, CoBIT, Six Sigma, others)
- A prioritized gap analysis, identifying strengths and improvement opportunities
- A summary-level presentation of actionable recommendations

### Content and Scope

Through a combination of data collection and analysis, interviews, and comparisons with industry-standard best practices, we will make specific recommendations on how to maximize your process improvements. We also recommend implementing recurring "refresher" assessments at milestone points to facilitate continual service improvement.

Typical scope categories for the Baseline Maturity Assessment include:

- **Basic:** The Basic assessment provides summary-level coverage of ITIL processes and functions for a single geographic site. Time frame is 2-4 weeks
- **Foundation:** The Foundation assessment provides more detailed coverage of a selected subset of ITIL processes and functions, may include a limited number of multiple sites. Time frame is 4-6 weeks
- **Complex:** The Complex assessment provides fully customized coverage for a selected subset of ITIL processes and functions. Includes multiple sites with complex requirements. Time frame is 6-8 weeks

After the Baseline Maturity Assessment is completed, our consultants will deliver a Baseline Assessment Report, featuring process maturity measurements, a prioritized gap analysis, and a high-level approach to implementing actionable recommendations.

#### Service Information

*Fixed Price Service consists of a scoped assessment with a Process Architect, Engineer and Project Manager. Service includes data collection & analysis, interviews, and report preparation. Cost is \$10,500 per week, plus expenses.*

#### Deliverables

- *Baseline Assessment Report, including:*
- *Process Maturity measurements*
- *Prioritized Gap Analysis*
- *Summary of Actionable Recommendations*

#### Customer Experience

*" Provided holistic and drill down expertise on operational processes and procedures, with tangible results. Provided superb information on process solution approaches" – Program Director, General Services Administration*

#### Contact Information

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