



Assess



Architect



Establish



Educate



Manage

Assess

Paradigm Assess

There are a variety of reasons why organisations embark on a project to improve their IT service. Whatever the driver - be it improving customer service, reducing costs or demonstrating IT governance - the start point is always the same.

The first step on the road to successful IT Service Management is for an organisation to assess its current position; a benchmarking exercise which shows exactly where it is now, against where it wants to be.

What does it achieve?

Paradigm Assess provides an independent analysis of an organisation's current effectiveness; benchmarking its present working methods against leading industry standards such as ITIL and MOF*.

The assessment culminates in a management report that highlights areas for improvement and sets out a prioritised list of actions. This can also help raise the profile of IT Service Management on the Board Level agenda.

Lead consultants at Paradigm bring a high level of operational insight into this assessment; providing solutions that are based on 'real life' senior Operational Management experience, on top of their specialist best practice expertise.

The benefits of the assessment extend way beyond the early stages of the Programme; providing a benchmark to measure progress against throughout the project lifecycle.

In addition, work carried out during the Assess phase can potentially support business strategies for ISO20000 by simultaneously addressing a number of this accreditation's pre-requisites.

* ITIL® is the OGC's IT Infrastructure Library and MOF® is the Microsoft® Operating Framework.

Key Benefits

- Provides an independent assessment of current effectiveness that highlights any wider issues that may be affecting IT.
- Creates a clear roadmap showing how to transform IT service from where it is now, to where it needs to be.
- Provides a benchmark from which to measure the progress of a Service Improvement Programme.
- Can be used as a stand-alone service or as the start point for an entire service management programme.
- Gives a clear, prioritised list of actions to improve efficiency.
- Paradigm's lead consultants offer a high level of senior Operational Management expertise and insight.
- Raises the profile of IT Service Management on Board Level agenda.
- Can support new and existing ISO20000 activities.

How does it work?

Paradigm uses a structured approach to gather all the information required. Assess services are carried out both on- and off-site by highly experienced consultants in three key stages:

Scope

At the outset, the project is fully scoped in order to establish which processes are to be assessed and to what extent. This ensures that clients have a set of clear deliverables, enabling them to track progress throughout the project lifecycle. It also ensures that the project is thoroughly planned so that clients experience the minimum of disruption to their business.

Assess

The consultants identify the key stakeholders, then gather information on-site using a combination of face-to-face interviews, questionnaires, evidence gathering, document analysis, observations and 'walkabouts'.

The consultants' practical Service Management and Operational understanding proves invaluable, helping them to quickly establish any process issues or other adverse influences from within the business. This is not something that is easy to do given that staff and managers tend to only talk about the information they are comfortable to reveal.

Report

Finally, the consultant works on- and off-site to compile the findings and draw up a list of recommendations and actions. The report includes a RAG (red-amber-green) report, highlighting the urgency and criticality of each process assessed and showing the 'quick wins' that could be achieved. It also provides a scoring for the organisation's current IT Service Management against best practice.

3 Levels of Service

Standard Assess

- Broad overview of an organisation's IT Service Management Process Maturity.
- 5* working days' of effort.
- High-level management report giving a prioritised list of recommendations and actions.

Process Assess

- Detailed analysis of a particular process.
- In excess of 5 working days' of effort - this varies depending upon the process and circumstances.
- Detailed management report with comprehensive findings, recommendations and a prioritised list of actions.

Full Assess

- In-depth assessment of an organisation's Process Maturity, across its entire IT operation.
- 15-25* working days' of effort.
- Full management report with recommendations and a prioritised list of actions.

*Typical amount of working days required. The actual amount is assessed on a case-by-case basis before the commencement of work.

Guidelines and Frameworks used

ITIL, CMMi, Prince 2, MOF, CobiT,
Six Sigma, BS I 5000/ISO 20000 (all trademarks acknowledged)