

Graph Results:



Skills Results:

Guiding Principles:

Ability to act upon and own the IT service (portfolio) delivery with little top-down and/or peer guidance. IT likely bases its plans for service delivery on feedback from business. Service levels are agreed for the service.

Governance:

Work mostly in line with the directions given by the governing body. Governing body and management regularly maintain alignment through a clear set of shared principles and objectives. Application of governance framework even though practices might be inconsistently established.

Plan:

Lack of understanding and low awareness of the strategic plans, portfolio and enterprise architecture; likely not mapped with critical dimensions and for all products and services across the IT delivery unit.

Engage:

A complete understanding of stakeholder needs, transparency, continual engagement, and excellent relationships with all stakeholders.

Design & Transition:

Ensure that very few IT products and services continually meet stakeholder expectations for quality, costs, and time to market; an aspect might be missing (e.g. increased time to market).

Obtain or Build:

Ensure that all service components are available when and where they are needed, and meet agreed specifications according to organizational standards; Advanced practices (e.g. Lean) may be applied.

Deliver and Support:

A handful of IT Services are delivered and supported according to agreed specifications and stakeholders' expectations, the rest being delivered in an error-prone way. IT assumes what is valuable for its key stakeholders and is often not able to prioritize and offer transparency in delivery unless being requested to do so.

Improve:

Fully engaged with aligning IT practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services.

General Mgmt Practices:

IT adopts and adapts some general management practices from business management domains, e.g. Information Security and Supplier Management, to a sufficient degree for a reasonable service management.

Service Management Practices:

Average maturity of service management practices that have been developed and integrated with a successful IT service delivery. Examples: Change Control, Incident Management, IT Asset Management, Service Configuration Management and Service desk.

Technical Mgmt Practices:

Low maturity of technical management practices that have been adapted from technology domains and integrated in a mostly stable IT service delivery by a purpose of expanding or shifting their focus from technology solutions to IT services. Examples: Deployment management, infrastructure and platform management.

Continual Improvement:

Strong commitment to and regular, proactive practice of continual improvement that is embedded into every IT activity. There is a strong culture of continual improvement, backed up by respective techniques and always in alignment with strategic objectives.