Graph Results:

A radar/spider chart titled "Skill Areas" with the following axes: Guiding Principles, Governance, Plan, Engage, Design & Transition, Obtain or Build, Deliver and support, Improve, General Mgmt Practices, Service Management Practices, Technical Mgmt Practices, Continual Improvement. The radial scale ranges from 0.5 to 5.0.
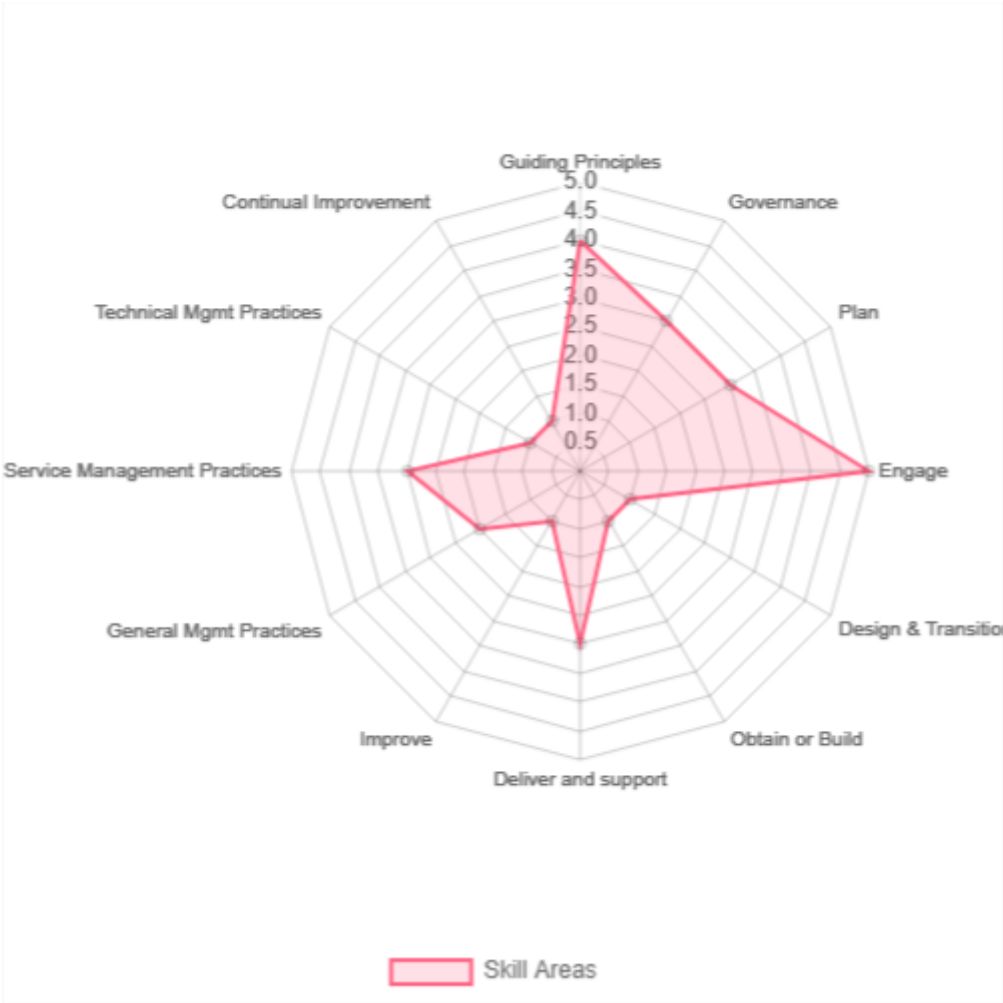
Skills Results:

Guiding Principles:

Strong ownership and vision regarding the IT service (portfolio) delivery, able to act autonomously and align interdependencies with other teams. Likely to actively collaborate with and seek feedback by the business. IT is aware of of the business value of each service and seeks to improve service delivery.

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:

Reasonable understanding and awareness of the strategic plans, portfolio and enterprise architecture mapped with critical dimensions and most key 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:

Likely to experience shortage in availability of service components when and where they are needed, fluctuating quality when it comes to meeting agreed specifications according to organizational standards; Ad-hoc practices dominate the daily work.

Deliver and Support:

Most IT Services are delivered and supported according to agreed specifications and stakeholders' expectations. IT is being reactively told by the stakeholders what is valuable and is able to prioritize and offer transparency in delivery on demand.

Improve:

Barely engaged with aligning IT practices and services with changing business needs through sporadic identification and improvement of crucial elements involved in the effective management of products and services.

General Mgmt Practices:

IT barely adopts and adapts general management practices from business management domains, e.g. Information Security and Supplier Management, for a successful 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:

Loose commitment to and sporadic practice of continual improvement that is not embedded into everyday IT activity. Lack of strong culture of continual improvement, backed up by respective techniques and aligned with strategic objectives.