Graph Results:

Radar chart titled with 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. Scale from 0.5 to 5.0.
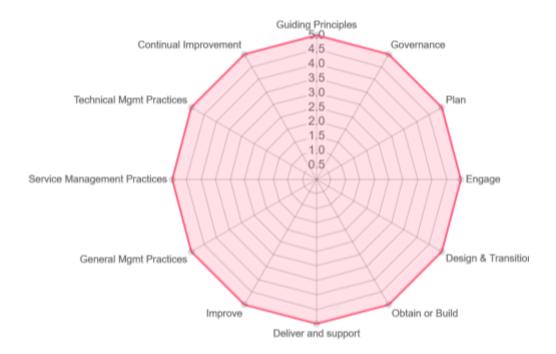
Legend: Skill Areas

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 closely aligned with the directions given by the governing body. Governing body and management proactively maintain alignment through a clear set of shared principles and objectives. Mature application of a governance framework backed up by continually improved practices.

Plan:
Complete and shared understanding and awareness of the strategic plans, portfolio and enterprise architecture mapped with critical dimensions and 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 all IT products and services continually meet stakeholder expectations for quality, costs, and 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:
All IT Services are delivered and supported according to agreed specifications and stakeholders' expectations. IT knows what is valuable for its key stakeholders and is able to prioritize and offer transparency in delivery at any moment.

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 general management practices from business management domains, e.g. Information Security and Supplier Management, for a successful service management.

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

Technical Mgmt Practices:
High maturity of technical management practices that have been adapted from technology domains and integrated in a successful and proactive 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.