

DIGITAL TRANSFORMATION MATURITY ASSESSMENT

QUICKSCAN



About ITIL 4

IT services are now the first and often most important means of value creation for organisations all over the world, and with that IT service management is evolving at an ever-increasing pace. ITIL® 4 has been created from the ground up specifically for this dynamic environment, while maintaining the core focus on facilitating value creation in the form of IT services.

ITIL® guiding principles are a set of recommendations that can guide any organisation, regardless of background characteristics, like its vision, goals, or hierarchy.

ITIL® 4 takes governance to mean the system or systems by which an organisation is directed or managed. A governing body could be a board of directors, a team of senior managers, or even just one chief executive.

The ITIL® 4 Service Value Chain is an operating model for IT services, from their creation to delivery and continual improvement. It has six constituent activities that combine to create several value streams: Plan, Engage, Obtain or Build, Improve, Design & Transition, Deliver & Support, Improve. These streams are flexible enough that they can adapt to multiple different methodologies (such as Agile) at once.

- The Plan activity is used to create an understanding of the overall vision for products and services.
- The Engage activity facilitates a strong understanding of stakeholder needs and relationships.
- The Design and Transition activity is used to guarantee that all products and services meet quality standards.
- The Obtain or Build activity is used to ensure that service components are available where and when needed.
- The Deliver and Support activity ensures that products and service are created to match stakeholder specifications.
- The Improve activity is used to ensure continual improvement of all outputs throughout the value chain.

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- General management practices have been adopted and adapted for service management from general business management domains
- Service management practices have been developed in service management and ITSM industries
- Technical management practices have been adapted from technology management domains for service management purposes.

ITIL® 4 includes a continual improvement model, which should be used alongside the Improve value chain activity to aid organisations' improvement initiatives. The model supports a structured, iterative approach to continual improvement, with the awareness that its implementation will vary considerably based on the specific organisations or areas to which it applies.

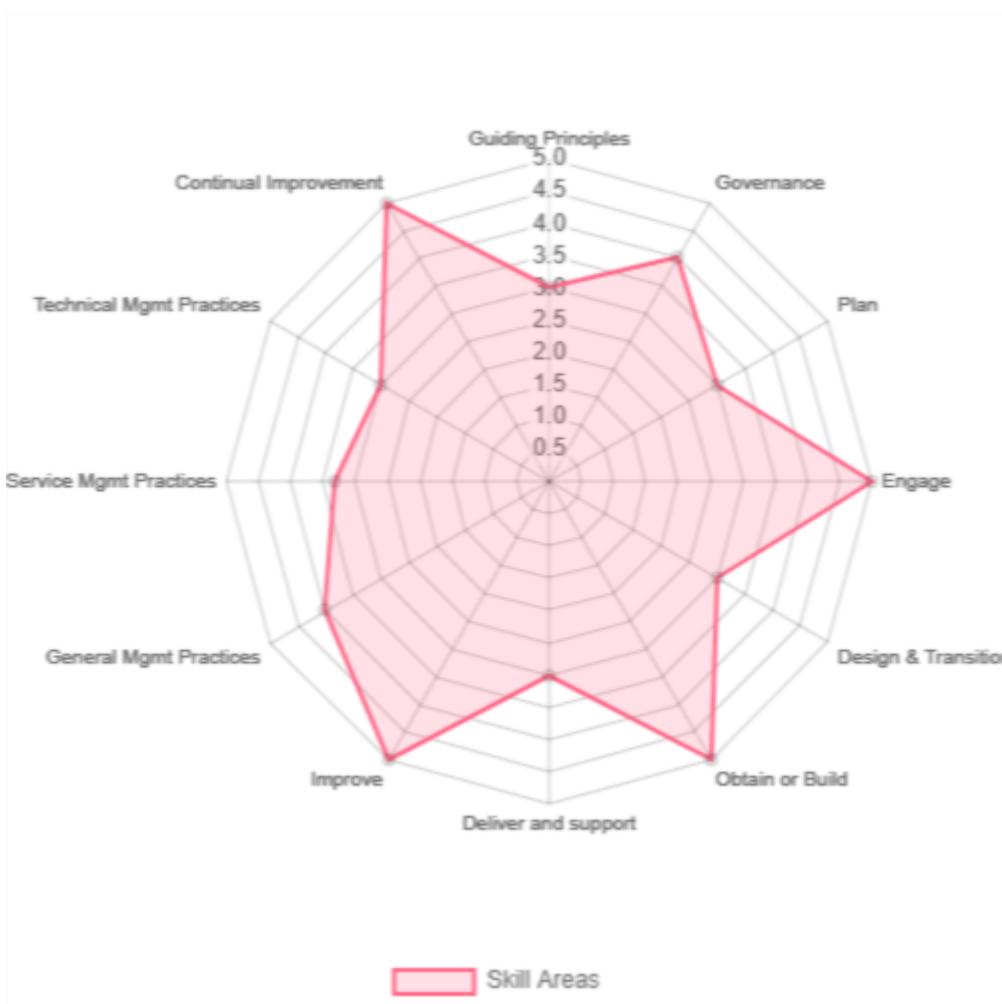
Map out the transformation roadmap

Knowing your current state and the direction in which you need to go is vital to structurally address your digital transformation, while involving all departments of your company. Digital Transformation Roadmap is based on the ITIL 4 framework. The key to successful service management and achieving the desired results of your digital transformation is to recognize that you need all components during your transformation journey. The distribution of these components may be different per team, unit and region.

With our help, you'll be able to map investment and results, which will help you streamline and maximize ROI. You will also put an end to the reactive and biased approach and get the transparency you need to align your vision with the initiatives you are going to execute.

The results presented in the following survey are only indicative. For a complete evaluation, please contact us, we will be happy to help you.

Graph Results:



My 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 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:

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 critical 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:

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:

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 Management 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:

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 Management Practices:

Average maturity of technical management practices that have been adapted from technology domains and integrated in a successful 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.

How SilverStorm can help you with your transformation map

Since 2002 at SilverStorm we have been accompanying our customers on their path to digitalization and helping them to generate value so that their business continues to grow. We are aware that the digital reality must be accompanied by a cultural change that seeks the best way to use technology and make it valuable for people. We approach this mission by successfully rethinking the essential axes of the process, relying on the three pillars that ensure your competitiveness: Vision, Management and Experience.

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This is only a part of what we can do for you. Want to know more?

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