Thank you for taking the

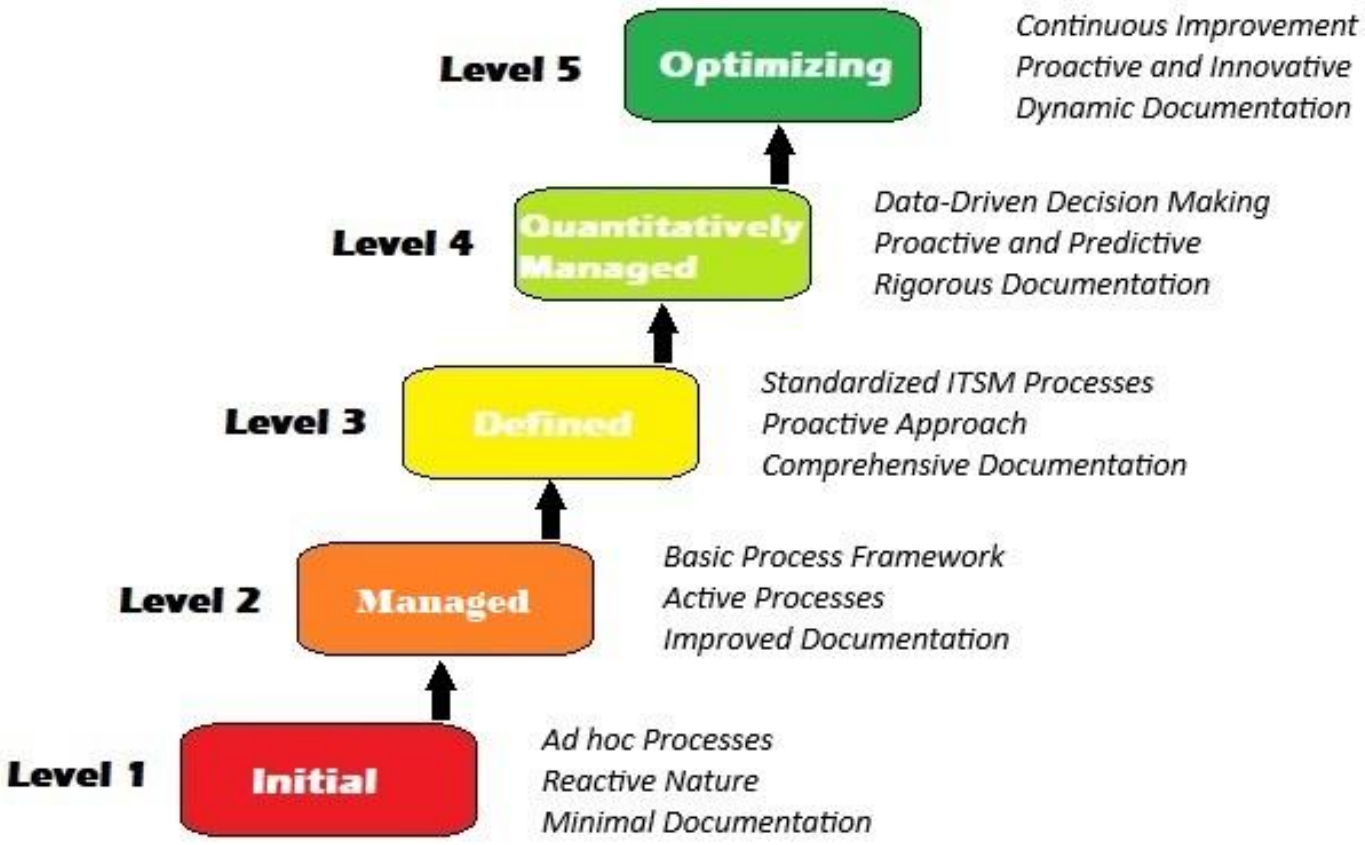
## ITSM Maturity Assessment

# Your Overall ITSM Maturity Level is:


**Managed**

# IT⁴PRO

# ITSM Maturity Assessment




At Level ١, organizations have ad hoc and chaotic ITSM processes that are often unpredictable and poorly controlled. There is a lack of defined ITSM processes, and success depends on individual effort and heroics. Organizations at Level ١ typically struggle with inconsistent service delivery, high incident rates, and unplanned outages.


At Level ٢, organizations begin to establish basic ITSM processes, discipline, and control. They define and document standard IT service management processes like incident management, change management and etc. While these processes may still be somewhat reactive, there is a focus on planning, tracking, and ensuring that IT services are delivered according to established procedures.


At Level ٣, organizations have well-defined and standardized ITSM processes tailored to specific services and organizational needs. There is a focus on process improvement and optimization, emphasizing the institutionalization of best practices and lessons learned from service delivery. ITSM processes are proactive and consistently applied across the organization.

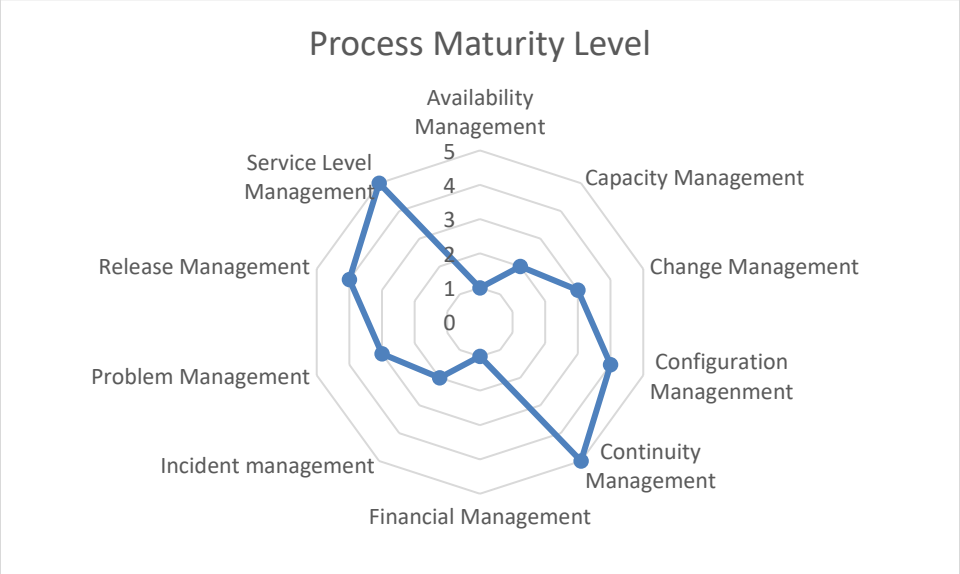

At Level ٤, organizations implement quantitative ITSM management practices to control and manage service performance. They collect and analyze data (such as service level metrics and incident trends) to understand variation, predict outcomes, and make data-driven decisions regarding service improvements. Continuous measurement and improvement efforts aim to achieve predictable and stable service performance.

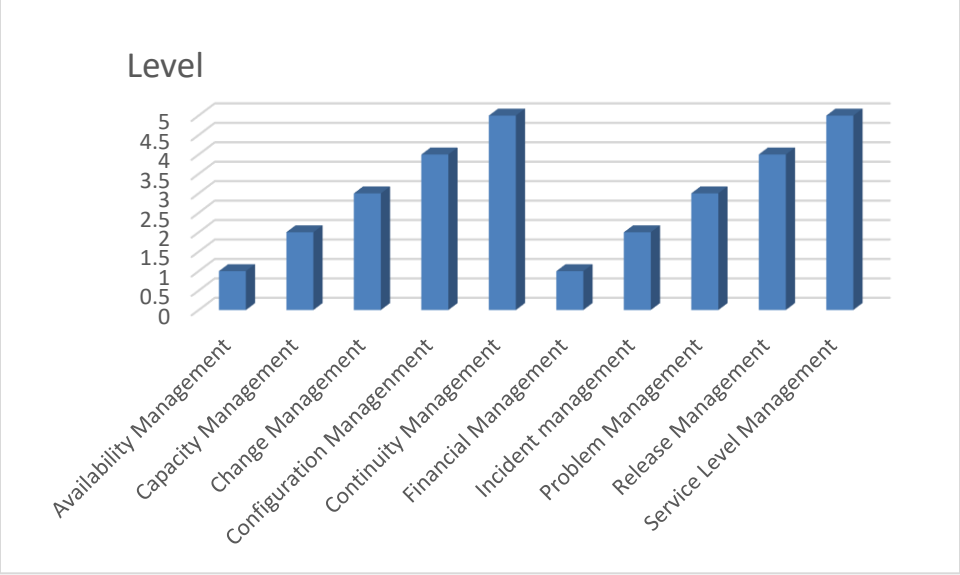

At Level ٥, organizations focus on continuous improvement and innovation within their ITSM processes. They actively seek out opportunities to enhance service delivery, responsiveness, and user experience through experimentation, innovation, and organizational learning. There is a culture of excellence in IT service management, coupled with a commitment to driving ongoing improvement and innovation throughout the organization.

# Your Result Breakdown

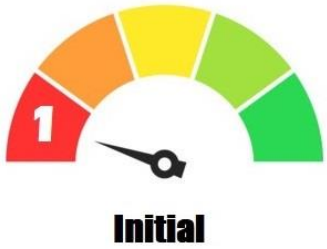
Turn your assessment insights into impactful actions and jump on our ITSM Improvement product. The IT⨷PRO ITSM Improvement will analyze your results, identify opportunities, and craft a roadmap to drive your business forward.

We've assessed you against the following ITSM Processes:



# Availability Management




## Level \ - Initial

As-Is Status:

- The Service Availability Management process is ad hoc and chaotic. There are no formalized processes in place, leading to unpredictability and inefficiency.
- Responsibilities and roles are unclear, and staff rely heavily on individual heroics rather than defined workflows.
- Documentation is minimal or non-existent, resulting in reliance on personal knowledge and memory.
- Issues related to service downtime are reactive, with no systematic analysis or proactive measures taken to improve availability.
- There is a lack of stakeholder engagement, and user satisfaction is not measured or considered.

# Capacity Management


## Level Γ - Managed

As-Is Status:

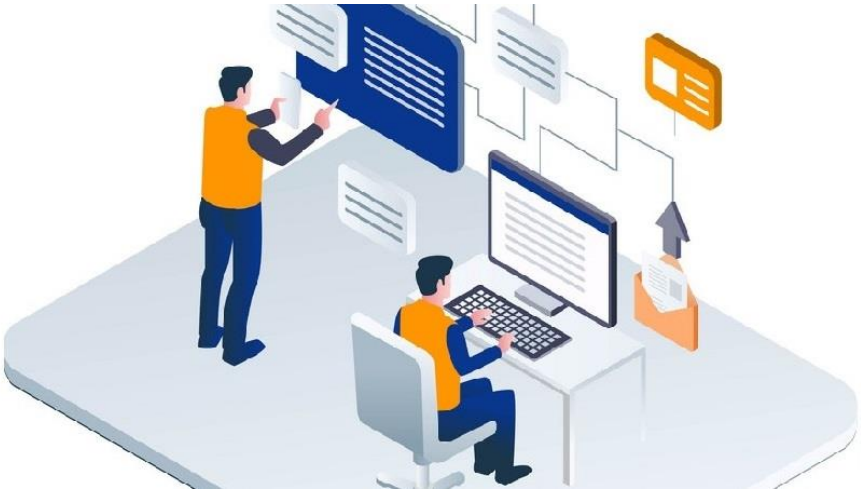
- The capacity management process has some minimal documentation and defined responsibilities, but it is inconsistently applied.
- There may be basic inputs such as usage data, but outputs like capacity reports are sporadic and lack detail.
- There is an assigned individual responsible for capacity management, but their authority and support may be limited.
- Management recognizes the importance of capacity planning but lacks the commitment to ensuring timely execution of relevant activities.
- Regular capacity reports are created, but they may be inefficient due to a lack of systematic tracking of performance against capacity plans.
- KPIs are identified but may not be thoroughly monitored or analyzed; stakeholder satisfaction is rarely assessed.

# Change Management


## Level ۳ - Defined

As-Is Status:

- The Change Management process is well-defined and documented, with clear procedures outlining its scope, roles, and responsibilities.
- Explicit inputs and outputs are established, ensuring consistent handling of Change Requests and tracking of their impacts.
- A documented procedure and a designated individual are responsible for overseeing the Change Management process and resolving issues.
- Management is committed to prioritizing and executing change requests, with processes in place to minimize service disruptions.
- Regular reports on change activities, including metrics like success rates and outstanding Change Requests, are produced and maintained.
- Key performance indicators (KPIs) are identified and monitored, but their evaluation could be more in-depth.
- Historical performance data and lessons learned are collected and somewhat utilized for decision-making and process improvement.
- An integrated system is in place, but information exchange among relevant processes may still have gaps.
- Stakeholder satisfaction is assessed occasionally to ensure some alignment with business needs, though there is room for improvement.
- A structured approach to continuous improvement exists but may not be fully practiced in all areas.



# Configuration Management


## Level ٤ - Quantitatively Managed

As-Is Status:

- The Configuration Management process is quantitatively managed, driven by robust metrics and thorough documentation of procedures.
- Explicit inputs and outputs are consistently applied, facilitating systematic updates and comprehensive tracking of configuration items.
- A designated individual oversees the Configuration Management process, with clear accountability for handling and addressing issues.
- Management is strongly committed to timely execution of configuration updates, ensuring that integrity and accuracy of data are maintained.
- Detailed reports on configuration items are generated regularly, with sufficient data to monitor effectiveness and identify trends.
- Well-defined KPIs related to Configuration Management are tracked consistently, with tools in place for monitoring performance effectively.
- Relevant configuration information, including historical data and learning points, is systematically collected and analyzed for decision-making.
- Integrated systems facilitate seamless exchange of configuration information, enhancing cooperation with related processes.
- Stakeholder satisfaction is regularly assessed and measured, allowing alignment of the Configuration Management process with business requirements.
- Continuous improvement is actively pursued, with structured methods for leveraging insights from performance evaluations to refine processes.

# Continuity Management


## Level 0 - Optimizing

As-Is Status:

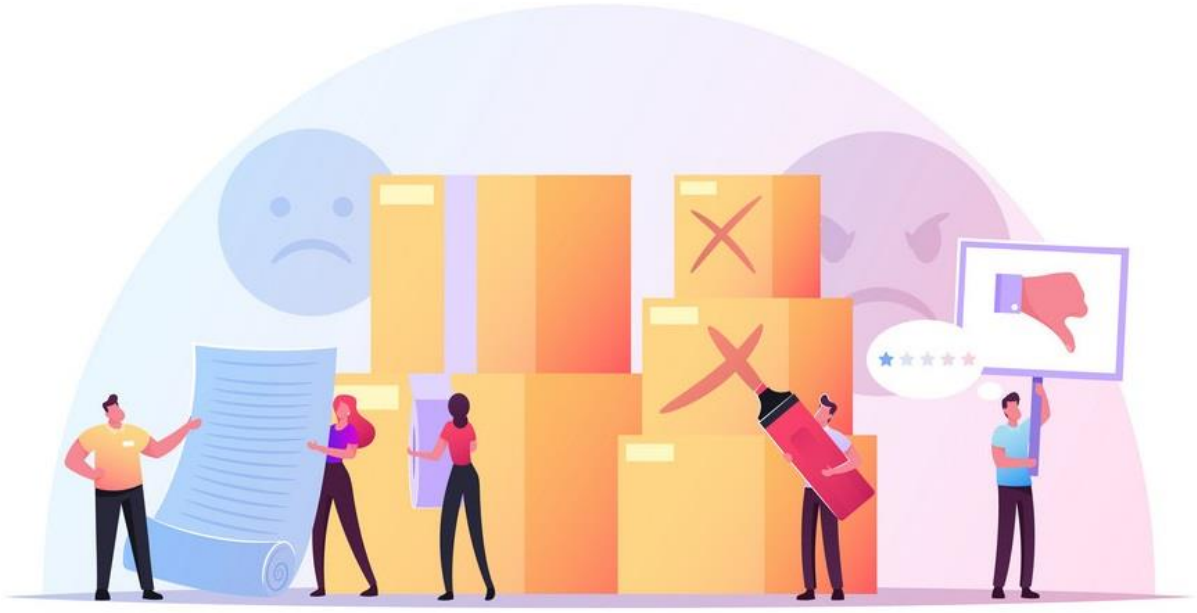
- The Service Continuity Management process is continually optimized, reflecting a proactive approach to managing service continuity and enhancing service resilience.
- Data-driven decisions are made based on insights from previous service disruptions and recovery efforts, ensuring alignment with business objectives and customer needs.
- Real-time monitoring of service continuity performance enables prompt interventions, allowing the organization to maintain service quality effectively.
- Stakeholder engagement is prioritized, with regular feedback incorporated into the SCM process to continuously adapt to changing expectations.
- Comprehensive and detailed performance reports provide actionable insights, allowing quick responses to emerging trends and systemic challenges.
- Advanced tools and systems are employed to track KPIs in real-time, supporting ongoing evaluations that drive strategic enhancements.
- Historical data and lessons learned are thoroughly analyzed to foster a continuous learning culture, maximizing the effectiveness of the SCM practices.
- A robust integrated system ensures seamless collaboration across relevant ITSM processes, improving the overall handling of service continuity and fostering alignment.
- Stakeholder satisfaction regarding service continuity is proactively assessed, with results used to adjust the Service Continuity Management process and better meet user expectations.
- An embedded culture of continuous improvement allows insights from service evaluations to actively drive transformative enhancements in the SCM process.

# Financial Management


# Incident management

# Problem Management

# Release Management



# Service Level Management