





VALUE SCORECARD

OPERATIONS

RATING LEVELS	IT SERVICE MANAGEMENT	 LEVEL OF ACCEPTANCE	 BUSINESS ALIGNMENT	 OBSOLESCENCE	 COST \ EFFORT
3 HIGH	Incident Management Lifecycle				
2 MEDIUM	Service Desk (Helpdesk)				
1 LOW	Change Management				
	Knowledge Management				
	Problem Management				
	IT Asset Management				
	Configuration Management(CMDB)				

ITEM	CURRENT RATING	PREVIOUS RATING
ITSM	2.7	N/A

**CRITICAL (1 - 2.5)**

Serious deficiencies have been identified that require attention within the next year

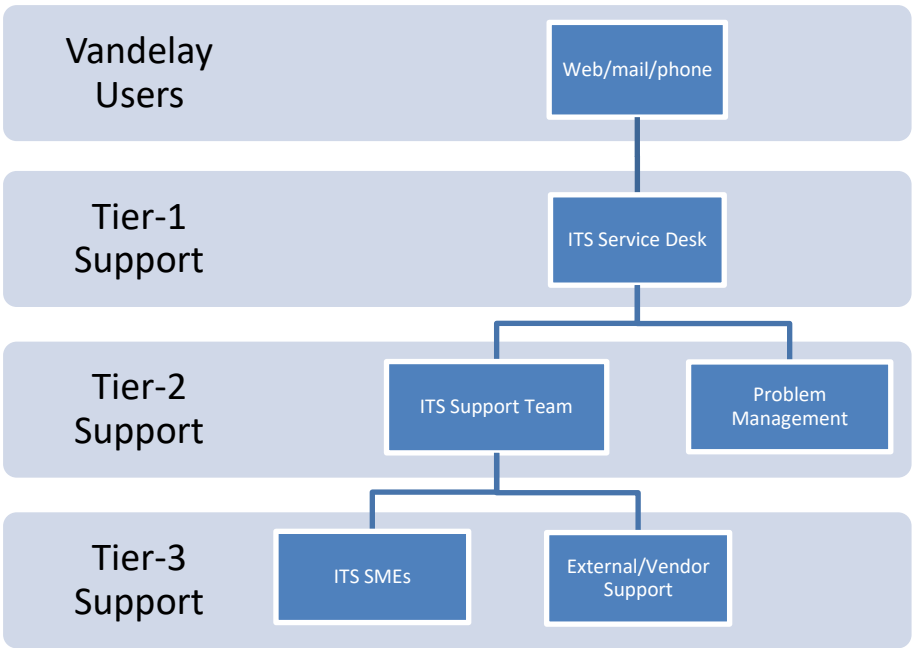
**MODERATE (2.6 - 3.5)**

Deficiencies discovered that require attention within the next 2 years

**PASS (3.6 -5.0)**

No deficiencies discovered

IT SERVICE MANAGEMENT (ITSM)		
CRITERIA	ASSESSMENT	
LEVEL OF ACCEPTANCE Discipline is accepted by the organization		Incident Management Lifecycle – Some level of acceptance in place (best effort basis) Service Desk – Corporate acceptance with sound structure Change Management – Corporate acceptance with sound structure Knowledge & Problem Management – There are ad-hoc processes in place with no formal corporate acceptance IT Asset Management – Ad-hoc process with no formal corporate acceptance CMDB - Nothing in place at this time
BUSINESS ALIGNMENT Discipline aligns with business objectives		Incident Management Lifecycle – Some alignment with business objectives Service Desk – Alignment with business objectives Change Management – Alignment with business objectives Knowledge & Problem Management – The ad-hoc processes are not aligned with business objectives IT Asset Management – Appears to be some level of alignment CMDB - Nothing in place
OBSOLESCENCE Component is up to date and fully supported		Incident Management Lifecycle – Process appears to be up to date Service Desk – Processes are over 2 years old (needs refresh) Change Management – Processes are over 2 years old (need refresh) Knowledge & Problem Management – Ad-hoc processes (OneNote) - customer moving to a formal system IT Asset Management – CMDB - Nothing in place
COST/EFFORT Includes direct costs (HW/SW) and indirect costs downtime/operations)		Incident Management Lifecycle – Processes are not refined and lack some efficiency Service Desk – Processes are not refined and lack some efficiency Change Management – Processes are not refined and lack some efficiency Knowledge & Problem Management – Ad-hoc processes need to be formalized IT Asset Management – Ad-hoc processes need to be formalized CMDB - Nothing in place
RECOMMENDATIONS		
<ul style="list-style-type: none"><li><sup>1</sup>Incident Management Lifecycle – Refine the support model to reflect ITIL best practices</li><li>A Configuration Management Database (CMDB) would be beneficial to support change and incident management</li><li><sup>2</sup>Clarify the role of the <b>Service Desk</b> – ensure that it follows ITSM best practices framework</li><li>Separate and distinguish support roles within ITS - Incident Management &amp; Problem Management</li><li>While Problem Management does not support users directly, it is responsible for finding and eliminating the root cause of an incident.</li><li>Please see image below for Service Desk framework:</li></ul>		



<sup>1</sup> Fundamental best practices around the management of incidents and problems needs to be improved. For example, the terms “incident” and “problem” appear to be used interchangeably, although they are considered two distinct processes within the IT Service Management (ITSM) framework.

<sup>2</sup> The service desk was an evolution of the helpdesk, born out of the ITSM best practice framework ITIL, and based on the underlying concept of “managing IT as a service.” The terms are often used interchangeably, but it’s important to note that Helpdesk is now considered a *sub-set* of a Service Desk; The process concerned with resolving issues using the break/fix concept.