



# ITIL v3 Maturity Assessment



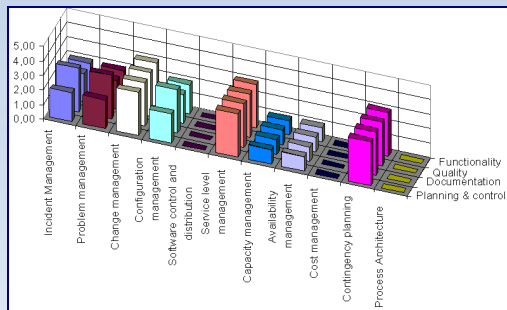
## YOUR CURRENT STATE OF IT SERVICE MANAGEMENT

### Improving IT Service Management

In today's business environment, IT services are no longer considered back office type of support activities, but they have turned into front-line, revenue generating opportunities. Unavailability of IT services is no longer an option.

IT infrastructure architectures have become more complex over the years with N-tiered architectures, middle-ware messaging systems, integrated legacy applications, and e-commerce. The environment is more complex, more intertwined and increasingly difficult to diagnose. How to respond? Where to start?

InterProm USA's **ITIL v3 Maturity Assessment** is designed to provide an answer.



### Assessing IT Service Management

Our assessments are focused, rapid, and concise. It provides an accurate evaluation of your Service Management processes and practices, your existing IT organization's structure, knowledge, skills and expertise, and the supporting tools and technology you have in place, precisely identifying your current operational state.

Reflecting your strengths, weaknesses and readiness, our assessment service identifies areas where "quick wins" can be achieved, along with providing the improvement project roadmap necessary for mapping a realistic, achievable continuous service improvement program and the budgetary implications.

Employed as a component of that improvement plan, successive assessments provide an accurate measure of your progress and realized improvements. The concepts of the Capability Maturity Model Integrated (CMMI®) are being used to measure the maturity of your IT Service Management efforts.

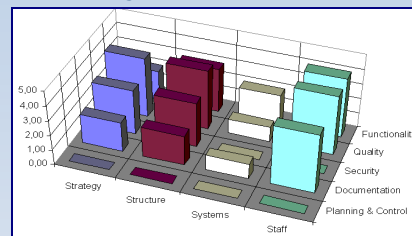
### The SPOT™ Approach

An **ITIL v3 Maturity Assessment** focuses on each of the SPOT™ aspects:

- IT Services
- IT Processes
- IT Organization
- IT Technology

### The Assessment Process

Using principles of the CMMI maturity model as the metric for reporting its results, An **ITIL v3 Maturity Assessment** provides reports and documentation easily understood and usable by executive management.



An **ITIL v3 Maturity Assessment** consists of the following steps:

- Scope Setting
- Information gathering and Interviewing
- Evaluation and Level Setting Workshops
- Preliminary Report Review
- Final Reporting

Coupled with the written report, the graphics generated an **ITIL v3 Maturity Assessment** form a powerful tool with which to understand the current and desired state of your service management implementation efforts.

The level of detail of the deliverable of the assessment enables our customers to independently execute the improvement initiatives as laid out in the roadmap if so desired.

### Duration

Typical engagements run from one to five weeks depending on the size of your organization and the scope of the assessment.

**Please contact us for more information.**

### Why InterProm USA?

- InterProm USA is one of the very few ITSM firms that combine its ITIL process training and consulting expertise with implementing ITSM tool solutions for almost 2 decades.
- We use our own ITIL® and ITSM tools certified consultants