RightStar Systems
ITSM CONSULTING
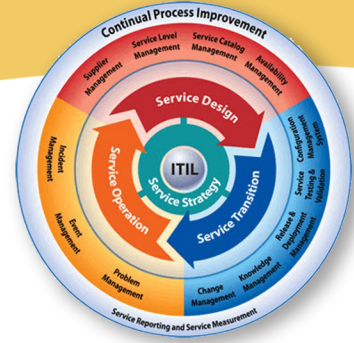
IT Service Management
PROCESS MATURITY ASSESSMENT
with ITIL®4-based Actionable Roadmap

ITIL 4 is here and is more agile than ever. To keep up with the speed of business, IT teams are transforming the way they work. Gone are the days of inflexible processes and heavy workflows. IT teams are shifting towards more collaborative, iterative, and customer-centric approaches. ITSM is becoming more agile.

ITIL 4 the latest update to the widely used ITSM framework and the beginning of a new paradigm shift for IT teams. Recently launched, ITIL 4 offers a more holistic and flexible frame of reference, while embracing modern ways of working like agile and DevOps. RightStar offers ITSM Assessments grounded in ITIL 4 and industry good practices, resulting in an actionable roadmap that begins with where your organization is today and guides you step-by-step to where you want to be tomorrow.

A lot has transpired in the last ten years especially around Digital Transformation, DevOps, and the Cloud. This makes an IT Service Management Process Assessment based now upon ITIL 4 even more critical for organizations wishing to advance process maturity.

Project Objective
The goal of RightStar's ITSM Process Assessment is to identify the key areas within your organization that can provide the most significant return on your service management investment. We conduct an analysis of your current IT service management processes and make specific recommendations in the form of an actionable roadmap that is based on the ITIL framework and industry standard good practices.

Gap Analysis
RightStar conducts a thorough analysis of your existing processes, assessing the effectiveness of what you are doing in the following focus areas:
- Incident Management
- Problem Management
- Change Management
- Service Asset and Configuration Management
- Service Level Management
- Service Request Management

In doing so, RightStar focuses on your People, Processes, Partners, and Products:

- PEOPLE: Identify stakeholders including staff, customers and suppliers, and determine requirements to include communications and training

- PROCESSES: Compare relevant processes to the ITIL framework and industry good practices and determine areas of process and workflow improvement

- PARTNERS: Review relationships and integrations with third-party suppliers and recommend a best practice approach for these integrations

- PRODUCTS: Review technology that supports these processes and outline potential improvements for process automation

Conducting the Assessment

Phase 1: Identify Key Business Objectives
A RightStar consultant conducts interviews with IT staff and key customers to learn and better understand the organization's current service management and support operations. This initial on-site effort includes the project kick-off, where we discuss the scope of the engagement and set expectations. We compare our findings with ITIL good practices to identify areas for improvement.

Phase 2: Conduct a Baseline Assessment
In Phase 2, the RightStar consultant seeks to understand your organization's strategic objectives as they pertain to service management as a whole. Together, we identify key objectives and goals in the following areas:
• Service levels
• Cost containment
• Strategic growth
• Reliability and security
• System integration

Phase 3: Analyze Data and Develop Recommendations
While off-site, a RightStar consultant distills the data gathered during Phases 1 and 2. This phase will conclude with the completion and delivery of RightStar's Recommendations Overview Report, detailing our recommendations for achieving process improvements and meeting company objectives pertaining to service management.

Phase 4: Present Strategic Plan and Recommendations
During the final phase, we discuss the contents of the Recommendations Overview Presentation. We meet with you and your team to explain our conclusions in detail and how our findings were determined.

More specifically, we provide you with real, actionable steps that you can take to dramatically improve your service management operations.

Outcome

Based on our findings, we'll lay out what tasks you should tackle first and which can be addressed at a later time. You'll be prepared to decide on the initiatives to move forward with and which are not worth the investment of your time and resources.

Deliverables

Findings Presentation and Strategic Process Roadmap document with recommendations for a Continuous Improvement Plan