

# **SERVICE MANAGEMENT OPTIMISATION ASSESSMENT**

Discover how we can help you optimise your business operations and improve customer satisfaction.

The Service Management Optimisation Assessment covers all Service Lifecycle areas that underpin a successful IT or Enterprise Service Management function. The assessments are informed by recognised best practice frameworks and our many years of experience in delivering Service Excellence for our clients.

We work with you to identify the correct stakeholders whom we'll interview in order to understand your operating practices and their ability to enable value in the organisation.

The Optimisation Assessment takes a wider view than just the 'service desk' across the entire Service Management stack of processes. Whilst it does not go as deep into the Service Desk elements as SDI's Service Desk **Health Check** or **Certification programme**, it provides a broader view across the whole landscape to enable you to understand how well processes outside of the Service Desk are operating.

This is not only useful for reviewing Service Management within IT but can be used to look across the entire Enterprise to help gauge adherence to best practice and to learn how to improve underperforming areas.



This assessment is perfect for **CIOs, CTOs, IT Directors, Heads of and Directors of Service Management**, as well as leaders in other areas that can benefit from Service Management best practices to improve their operations, such as **Facilities or HR leaders**.

The typical output from an assessment will provide a detailed report of scores against best practices, a set of observations and recommendations, operating model improvements, cost-saving opportunities and a service improvement roadmap.

# How it works

## Step 1 – Exec Meetings

Weeks 1-3

01

- What is the organisational strategy?
- What does value mean to you?
- Open to discussing this further?
- How would you like to be informed?

## Step 2 – Functional Lead Meetings

Weeks 3-6

02

- What is the organisational strategy?
- What does value mean to you?
- Open to discussing this further?
- What do your team(s) do?

## Step 3 – Initial Assessments

Weeks 6- 16

03

- Guiding Principals Assessment (1hr)
- Initial Practices Assessment (30 mins each)
- Recommended practice assessments (up to 34 practices at 30 mins each)
- Digital Service Lifecycle gaps identified

## Step 4 – Analysis & recommendations

Weeks 16 – 20

04

- Metrics, Trends and Averages published
- Operating Model recommendations & design published
- Operating Model roadmap published
- Skills gap & resourcing roadmap defined
- Community of Practice delivering tactical improvements with strategic objectives formalised



## Structured

Each interview will be structured appropriately. Clear agendas will be issued, and each interviewee will have their feedback measured and documented.

## Targeted

Each assessment will be targeted to gather and document essential data on in-scope areas. Assessment scores will be visible via rounded-up radar charts.

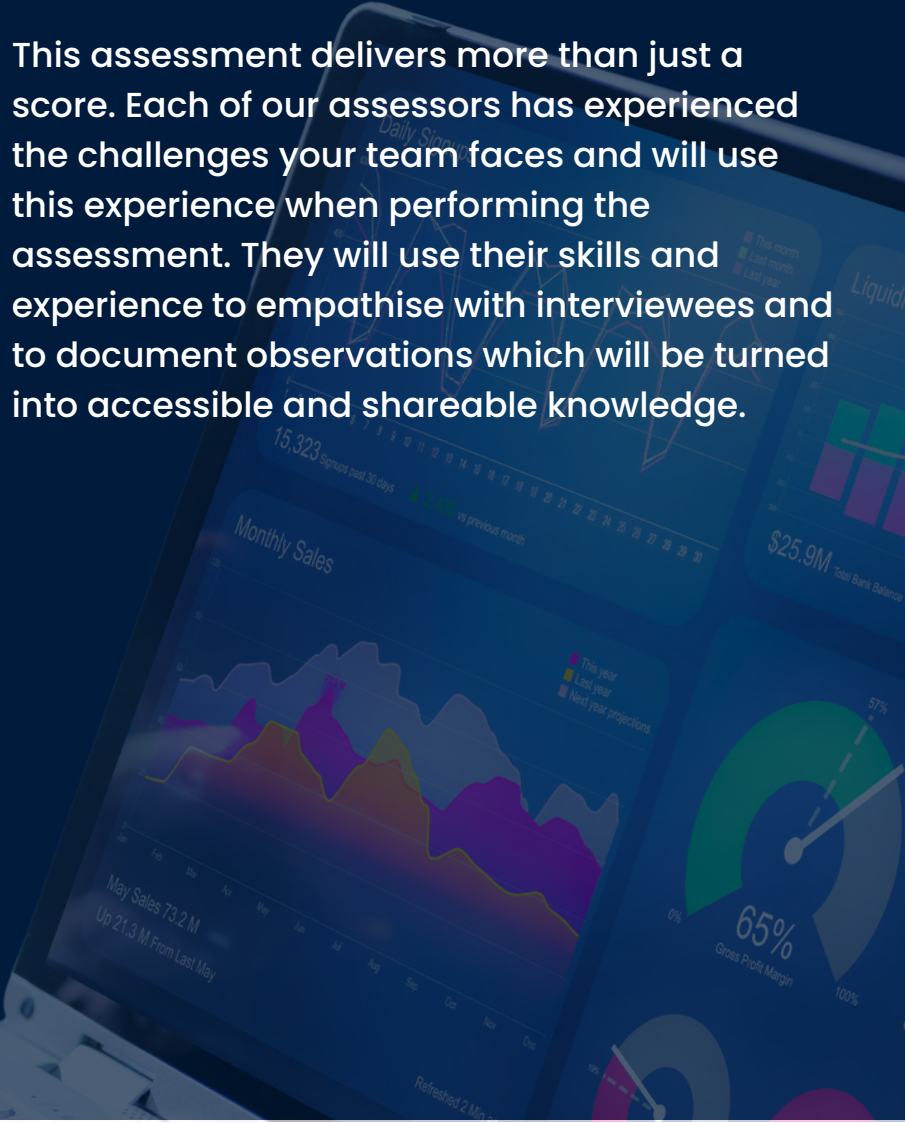

## Prioritised

Assessments will identify priorities for continual improvement which in turn will inform the operating model and educational recommendations.

## Balanced Measures

Each of the areas we review will be subject to measurement via a radar chart, providing a clear picture of the possibilities and the potential future state. This will inform Target's Operating Model and transformation team recommendations.

# More than just a score



This assessment delivers more than just a score. Each of our assessors has experienced the challenges your team faces and will use this experience when performing the assessment. They will use their skills and experience to empathise with interviewees and to document observations which will be turned into accessible and shareable knowledge.

# Target Operating Model

[Each case is unique]

Each organization has its own strategy and challenges to achieving that strategy. This assessment will be facilitated via an **Asking, Listening, Observing & Empathising (ALOE)** approach that will provide the knowledge to design a target operating model which you can use to enable your digital services in line with the right practice focussed Digital Service Lifecycle.

As part of this assessment, we expect to provide you with operating model recommendations.

- 1) a transformational team operating model and
- 2) a longer-term Target Operating Model (TOM) to enable your delivery of digital services via an agreed Digital Service Lifecycle.

## PLANNING FOR TRANSFORMATION

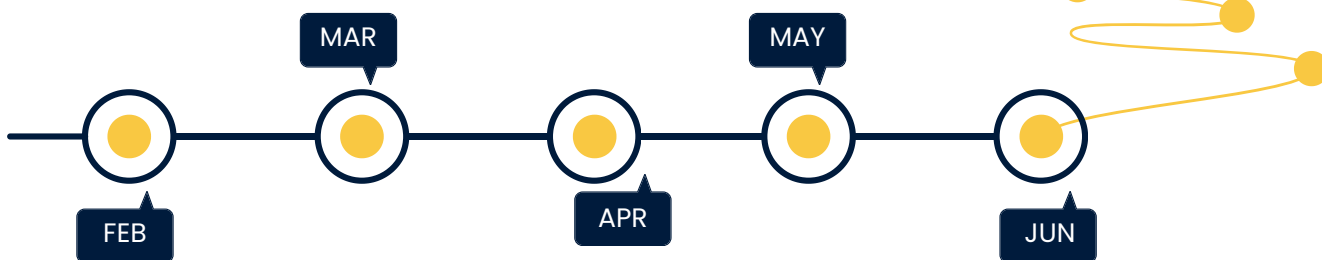
As we interview, we'll begin to build, propose and plan a Target Operating Model (TOM), highlighting transformation needs from a resource and planning point of view. Milestones will reflect these activities.

## GAPS

Gaps in the digital service lifecycle will be identified with iterative improvements identified and communicated via roadmap.

## 'AS IS' to 'TO BE'

We can provide ongoing support, expertise and input to move you towards your desired 'to be' state.



## PRACTICES

Structure tasks, understand strategies, objectives and operating practices through assessment.

## COMMUNICATION

A Community of Practice will be formed to kick off structured communications, confirm objectives and deliver results.

## IMPROVEMENT

Objectives will be agreed in line with the signed off Target Operating Model and the digital service lifecycle assessment.

## SILO's

SILOs often exist. Shared objectives and the building of communities encourage learning from one another, and the definition of organisational objectives is aimed at delivering real value to customers and consumers.

## Knowledge Management

Lots of Knowledge exists throughout the organisation. How we harness this knowledge and make it accessible and usable for whoever needs it is key to delivering great digital services.

## Service Lifecycle

Every product is a service, and every service has a 'Service Lifecycle'. Often this lifecycle is addressed in its component parts (see SILOs). A joined-up approach to the Service Lifecycle will yield scalable service design and service operation as well as continual improvement.

## Emergencies only

Encourage teams to meet outside of critical events. Creating a sense of purpose via a community reduces SILOs and increases knowledge and understanding.

## Strategy & Collaboration

Teams often operate on the 'day-to-day' as opposed to the bigger picture. Bringing together knowledge, reducing SILO's & building a Continual Improvement culture.

## Forward Thinking

Reporting is often backwards-looking as opposed to predictive. Deliver forward-thinking and insightful management information by enabling delivery and operational teams to view business development pipelines, share knowledge and work to a defined service lifecycle.



# Transform Your Business with the Service Management Optimisation Assessment

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Are you ready to elevate your organization's performance, customer satisfaction, and employee happiness? Look no further!

Our Service Management Optimisation Assessment is the solution for CIOs, CTOs, IT Directors, Heads of and Directors of Service Management, as well as leaders in Facilities, HR, and other departments who want to optimize their business operations.



## The Importance of Assessing Service Management Capabilities

A Service Management Capability Assessment is essential for identifying areas of improvement, streamlining operations, and enhancing the customer experience. By evaluating your organization's people, processes, and technology, you can uncover hidden opportunities to drive value and create a strategic advantage in today's competitive market.

## Key Components of a Service Management Optimisation Assessment

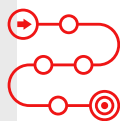
Our comprehensive assessment covers three crucial areas:



### People

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We analyse your team's skills, competencies, and collaboration to ensure a high-performing, engaged workforce.



### Processes

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We evaluate your processes for efficiency, effectiveness, and alignment with industry best practices.



### Technology

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We examine and help optimise your service management tools and workflows to ensure they support business goals.

# The Benefits of Service Management Optimisation Assessment

Unlock the full potential of your organisation with our expert-led assessment, which offers the following:



Improved service delivery



Enhanced customer and employee experience



Streamlined operations



Increased efficiency and cost savings



Better alignment with business objectives



Our Proven Assessment Process



Our team of experts will guide you through a rigorous, data-driven analysis that ensures actionable insights and measurable results.

We employ best practices and proven assessment techniques to deliver a tailored, comprehensive report with clear recommendations for improvement.



# Expected Outcomes

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## Optimised Assessment for Maximum Impact

Our optimised assessment approach ensures rapid, sustainable improvements in service delivery, creating a lasting competitive advantage for your business.

## Overcoming Common Challenges

We help you navigate common pitfalls, such as resource constraints, organisational resistance, and technology limitations, to ensure a smooth and successful assessment process.

## Success Stories: Optimised Service Management Capability Assessments

Learn from our extensive portfolio of successful assessments, showcasing real-world examples of organisations that have transformed their service management capabilities and achieved remarkable results.

## Taking Action: Implementing Improvements

Armed with our detailed recommendations, you'll be ready to make data-driven decisions and implement changes that drive lasting improvements in your organisation's performance.

## Measuring the Impact

We help you track key performance indicators to demonstrate the tangible value of your optimised assessment and showcase the return on investment for your organisation.

## Embrace the Future of Service Management

Stay ahead of the curve with insights into emerging trends and best practices that will shape the future of service management.

## Unleash Your Organization's Full Potential – Secure Your Spot Today!



**Are you ready to transform your organization and outpace the competition? Don't let this opportunity pass you by!**

[Book your Service Management Capability Assessment](#) now and embark on a journey towards operational excellence, enhanced customer satisfaction, and unparalleled employee engagement.

**Act now and secure a  
brighter future for your  
organisation.**

Schedule Your Assessment and Start  
Your Transformation Today!



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