

IT Service Management

Policy and Process Services

ENHANCING ORDER AND STRUCTURE FOR YOUR ORGANIZATION

Effective IT governance is a fundamental function of successful companies, and efficient policy management enables better IT-business alignment. Companies that operationalize and optimize how policies, processes, procedures and workflows are executed create distinct advantages that drive efficiency and effectiveness.

Mature operational policies, processes, procedures and workflows provide the structure and guidance needed to increase efficiencies and build stronger teams. Positive impacts include improved service quality, end-user experience, customer satisfaction, and employee retention.

CRITICAL QUESTIONS TO CONSIDER

Does your organization have documented policies, processes, procedures and workflows? Are they adequate and kept up to date? Are they based on industry best practice frameworks such as the Information Technology Infrastructure Library (ITIL®)? Are they standardized company-wide or do they vary from group to group? How are they enforced? Consideration of these and other questions help identify areas for improvement.

THE ACUATIVE SOLUTION

Acuative's Policy and Process Services provide a lifecycle approach that includes strategy, design, implementation, and support of your policies, processes, procedures and workflows. We begin with an expert analysis of your current state and then build a plan to reach the recommended future state. Our proprietary strategies pinpoint gaps, inconsistencies and redundancies. We then refresh policies, processes, procedures and workflows to be more efficient, cost-effective, business-relevant, and more readily executed and enforced within a measurable framework.

Acuative's Policy and Process Services help organizations to develop:

Effective Execution

Enhance your company's ability to execute in a predictable, repeatable fashion with proper outcomes.

Increased Consistency

Reduce policy process variation across your company and counteract the creation of silos between groups.

Stronger Discipline

Develop the ability to "lean in" when issues or crises arise rather than abandoning processes.

Enhanced Learning

Establish ongoing capability to capture, learn and apply improvements to policies, processes, procedures and workflows over time.

Accurate Alignment

Facilitate alignment of existing tools to support execution of policies, processes, procedures and workflows.



Mature operational policies, processes, procedures and workflows increase momentum and speed progress.

SERVICE COMPONENTS AND DELIVERABLES

Our Policy and Process Services typically include:

- Policy/Process/Procedure/Workflow Assessments
- Measurement and Reporting - Key Performance Indicators (KPIs)
- Critical Success Factors (CSFs)
- Policy Design and Refresh
- Process Charts (swim lane format using Business Process Modeling Notation)
- Process Maps
- Process Description Documentation
- Policy Process Manuals
- Method of Procedure (MoP) Documents
- Run Books
- Workflow Documents
- Associated Job Aids
- Associated Training Materials
- Computer Based Training (CBT) Modules
- Policy/Process/Procedure/Workflow Implementation Plans
- Policy/Process/Procedure/Workflow Operational Readiness Assessments

ACUATIVE'S COMPLETE IT SERVICE MANAGEMENT PORTFOLIO

In addition to our Policy and Process Services, we also offer a full range of complementary services:

Strategic Assessment Services. Best practices are utilized to assess needs and build an actionable roadmap in order to improve, optimize and mature services capabilities.

IT Service Management (ITSM) Tool Services. Seasoned experts analyze your tools and systems to define the most effective ways to provide and manage technical services.

Functional Alignment Services. Our unique framework and methodology allows us to rapidly assess issues and design solutions that provide organizational optimization.

Analytic and Reporting Services. We improve data quality issues, enhance competency and turn information into applicable knowledge to ensure your reporting delivers value.

READY TO LEARN MORE?

Call us today to begin improving your organization's policies, processes, procedures and workflows, while improving your overall services capabilities. **1.800.835.7687.**



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