

# IT Service Management

## Strategic Assessment Services

### MATURING YOUR SERVICE CAPABILITIES

One of the biggest challenges an organization faces is being able to articulate a strategy or vision for where it needs to be and a plan or roadmap for how to get there quickly, cost effectively and safely. Despite best intentions, it's easy for self-assessment and decision-making to be skewed by biases, organizational relationships, or longstanding assumptions. After decisions are made, lack of bandwidth to implement the changes can negatively impact their overall effectiveness.

### CRITICAL QUESTIONS TO CONSIDER

Are there design, implementation or operational issues that are causing service problems for your business or customers? Have you attempted to tactically fix the issues only to realize marginal improvements? Does your team need more time, skill, experience, expertise and inclination to address the issues holistically? Is there an urgency to address the issues ASAP?

### THE ACUATIVE SOLUTION

If you answered yes to the questions above, Acuative can help by leveraging our extensive assessment experience, speciality methodology and tools to facilitate accurate, complete and timely assessments.

Through proven discovery and assessment methodologies, Acuative consultants gather pertinent information to create a baseline narrative that summarizes findings, makes recommendations to address the findings, and sets priorities based on your unique business needs. We then, depending on the engagement, produce actionable plans, roadmaps or strategies to get you to the desired future state. Our only agenda is to help you move forward and to equip you to keep moving forward on your own after our engagement is complete.

Acuative's Strategic Assessment Services provide:

#### **Fresh Perspective**

Acuative offers a clear, objective point of view on issues that may impact your organization. Measuring current services capabilities against best practice frameworks and making improvements can enhance return on your infrastructure investments.

#### **More Consistency**

With Acuative's guidance you'll develop more consistent, mature service management capabilities, ensuring that routine changes or technology upgrades don't result in lower quality services or service disruptions. The end game is exceeded expectations and achieved business outcomes.

#### **Increased Sustainability**

Acuative's comprehensive and customized solutions remediate current needs, but also accelerate your trajectory and serve your organization for the long run. We leverage and enhance existing capabilities where possible, while defining additional capabilities you'll need. This leads to pragmatic, actionable improvements that are not only strategic and cost effective, but sustainable as well.



*Partnering with Acuative's strategic assessment experts provides a fresh, objective point of view to help you successfully navigate toward your desired destination.*

# Be Ready for What's Next!

## SERVICE COMPONENTS AND DELIVERABLES

Our Strategic Assessment Services typically include:

### Discovery Phase

- Current State Baseline Narrative
- Current State RACI matrix<sup>1</sup>
- Copy of Questionnaires Used
- Summary of Information Gathered
- Record of Personnel Interviewed
- Record of Documents Examined

### Strategy Phase

- Future State Definition with High-Level Concept Narrative
- Alignment of Services Capabilities to Business Needs and Goals
- Roadmap to Implement Future State

### Assessment Phase

- Summary of Findings by Importance
- Summary of Recommendation by Priority
- Capability Maturity Scorecards (Current State)
- Matrix of Detailed Findings and Recommendations
- Record of Frameworks and Standards Used

## ACUATIVE'S COMPLETE IT SERVICE MANAGEMENT PORTFOLIO

In addition to our Strategic Assessment Services, we also offer a full range of complementary services:

- **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.
- **Policy and Process Services.** We identify and implement the ideal policies, processes, procedures and workflows that will achieve predictable results and desired outcomes.
- **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 overall services capabilities to ensure your end-users enjoy the highest level of service quality and consistency. **1.800.835.7687.**



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