

ITIL Service Lifecycle Assessment

Building an ITSM capability to match your business requirements requires insight into all phases of the service management life cycle, the organisation's readiness for change, and interfaces to Project Management and IT Governance disciplines.

Lucid's **IT Maturity Assessment Service** – "LITMAS" is the right first step to implementing a lifecycle approach to IT Service provision and to gain an understanding of your service capability:

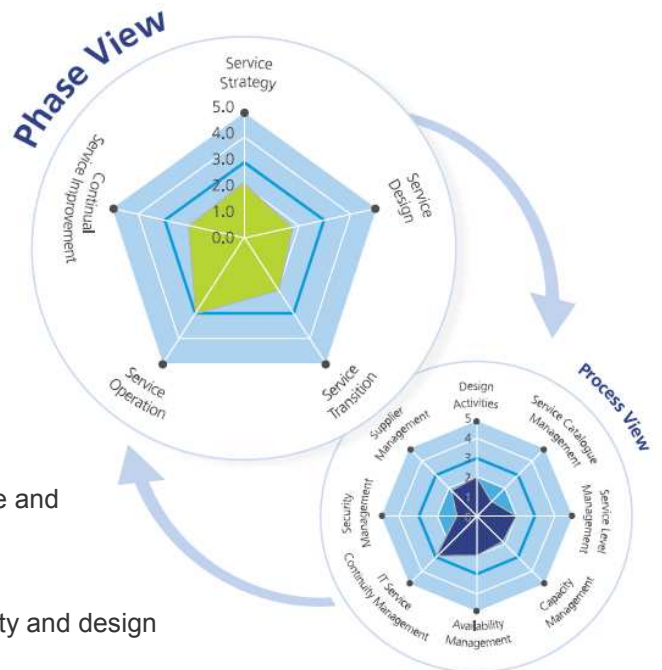
- Insight into the ITIL V3 service lifecycle phases and maturity of all constituent processes
- Optional inclusion of Program and Project Management approach, Organisation design, Cultural readiness, and/or Organisational functions
- Flexibility, enabling you to select the lifecycle phases and processes that are important to you
- High level overview, with modular focus on specific elements of concern
- Improvement program with high level action plan included

Assessment Approach

- Interviews with lifecycle phase owners, process owners and key process staff
- Assessment of Vision and Steering, Process activities, People, Technology and Cultural aspects of each process/function
- Rating of maturity for each process
- Workshop to derive improvement priorities

Assessment Outcomes

- A rolled up view of overall process maturity per lifecycle phase and individual process (see example summary diagrams below)
- Findings regarding people capability issues, cultural fitness, business relationship, IT governance, departmental structure and functions
- Optional inclusion of assessment of Program and Project Management integration and capability
- Optional inclusion of Service Organisation functions capability and design
- Improvement recommendations and roadmap
- Executive presentation



Why choose Lucid IT?

Lucid IT assessments are designed to initiate improvement projects; aligned with your objectives. The outcomes provide clear actions that help significantly in achieving your IT goals and enabling business outcomes. Our assessments have underpinned many successful projects for our clients and feature significantly in many ongoing improvement strategies.

We use ITIL in concert with complementary best practices such as CobiT, Prince2, ISO20000 and ISO27001. In doing so, we can deliver a holistic IT Management framework that integrates best practices and satisfies governance requirements.