



TECHNOLAVA ITSM ASSESSMENT SERVICES

ITSM SPICE

TechnoLava ITSM Assessment Services are designed to help you achieve the IT service levels your business requires by reducing operational risks from all sources, including people, processes, and technologies. TechnoLava ITSM Assessment Services address everything from strategic business/IT alignment and operational process effectiveness to management of technology and the IT environment.

By helping you attain the agility and responsiveness your business requires for success, TechnoLava ITSM Assessment Services can help move your company closer to becoming an organization where business and IT are synchronized to capitalize on change.

TechnoLava offers a full range of ITSM Assessment Services, all focused on helping you identify service management gaps and create workable action plans, with the goal of:

- Aligning IT priorities and investments to business needs
- Identifying areas of risk that could result in service-level commitments not being met
- Providing stability in the face of constant business and technology change
- Decreasing IT operating costs
- Improving the quality of IT services delivered
- Delivering more reliable business support
- Enhancing customer satisfaction
- Achieving greater flexibility
- Establishing a clearer understanding of IT's capabilities to drive business growth
- Implementing an appropriate level of ITSM maturity that both matches business requirements and satisfies customer and industry demand for standards implementation and regulatory compliance

What is an ITSM Assessment?

A TechnoLava ITSM Assessment benchmarks your current operational effectiveness against industry best practice. The Assessment is not necessarily restricted to a process perception but will incorporate all aspects that are seen to be relevant in achieving the desired result. The Service establishes a baseline of where your IT organization is today, determines if it is delivering to the goals and needs of the business and provides a gap analysis and practical next steps and recommendations. The recommendations typically include steps aimed at reducing costs and increasing productivity in your operating environment.

The Assessment identifies opportunities for you to enhance service levels, through increased efficiency and risk reduction ... thus answering the business drive to do more with less.



What are the Benefits to my Business of Conducting an ITSM Assessment?

The ITSM Assessment Service is all about helping you achieve your sometimes competing goals of cost reduction, service performance improvement, and IT-business alignment. As business goals change, the requirements and demands on IT change and IT needs to continually adapt to this changing business environment. ITSM Assessments help you understand your current capability, whether or not it is aligned with your business and whether it is carrying out its function efficiently and effectively. Each ITSM Assessment gives a guide to future IT operational environment changes to maintain or improve business alignment as well as achieving greater operational efficiency.

Benefits include:

- Establishing a formal benchmark for service risk and process maturity by which to measure your organization
- Quickly identifying top-priority areas to improve IT service effectiveness and business value
- Outlining the projects and actions that will enable your IT organization to improve IT service delivery while successfully supporting both new technology and application and business process improvement initiatives
- Providing supporting information to help justify service management initiatives
- Educating personnel about best-in-class IT Service Management practices
- Establishing a common vocabulary for IT Service Management that enhances communication and helps establish a common vision throughout your organization
- Providing a baseline for follow-on services that create and manage a prioritized Service Improvement Plan (SIP)

A Standards Based, Best Practice Approach

TechnoLava has adopted the standards based Assessment Methodology, TIPA, which was developed by the Public Research Centre Henri Tudor in Luxembourg. Based on ITIL Best Practices and the ISO/IEC 15504 framework, TIPA was conceived to assess ITSM processes in IT organizations of any size.

The most important success factor for an assessment is to introduce the goals and objectives of the assessment, adding on top of that the expected deliverables and the timeframe. Anyone involved in the assessment will therefore understand how and why he/she is involved. This point of view is also related to one of the outcomes of the assessment: the improvement plans that are relevant to the situation and the organization.

Tudor IT Service Management Process (TIPA) is the meeting between two standards:

- ITIL: the de facto standard in IT Service Management widely adopted around the world. TIPA may be used for assessing ITIL v2, ITIL v3 or ISO/IEC 20000 (IT Service Management standard) processes.
- ISO/IEC 15504 Information technology – Process assessment: An international standard in process assessment mostly known in software process improvement (SPICE – Software

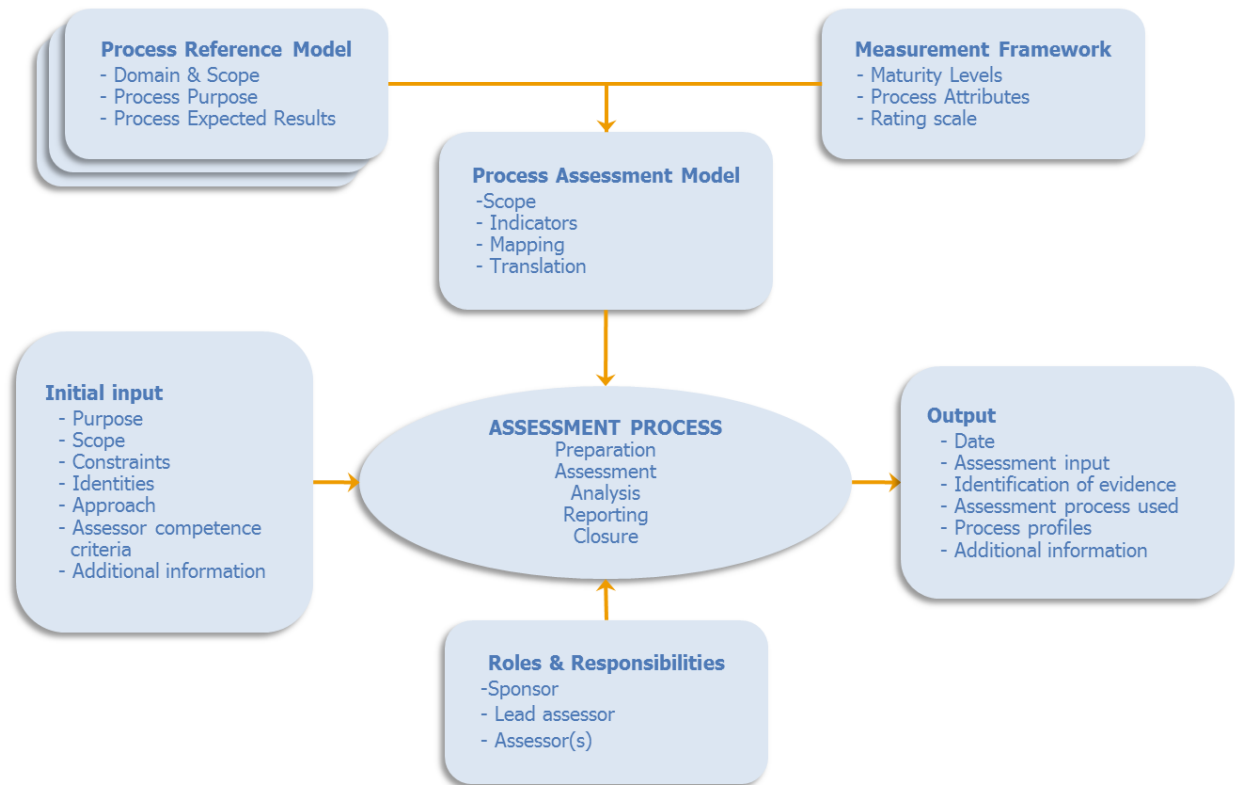


Process Improvement and Capability dEtermination), but applicable to any process in any field of activity. This standard will gain momentum with the integration of an assessment model (grid) for the ISO 20000.

The TIPA methodology follows the concepts of standard process assessment as described in ISO/IEC 15504 and applies them to the specific domain of IT service management – **ITSM SPICE**.

Tools of ISO/IEC 15504

The ISO/IEC 15504 Process Assessment standard requires that the assessment be based on a **Process Assessment Model (PAM)**, itself based upon a suitable reference source of process definitions – one or more **Process Reference Models (PRM)**. Conformation of those models is essential as it gives the guarantee that **outputs** from assessments based upon the same PAM will be **comparable**.



PRM: Process Reference Model

The Process Reference Model aims at defining the domain and scope of the business concerned. It defines the processes by giving a **high-level description of the processes** in terms of process purpose and outcomes, together with a description of the relationship between those processes.



PAM: Process Assessment Model

The standard process definition (PRM) is completed within a PAM with process capability indicators that will be examined during the assessment process. These indicators can be low-level activities or process work products (indicators of a performed process) and are **depending on the particular context** of an evaluation.

A complementary approach

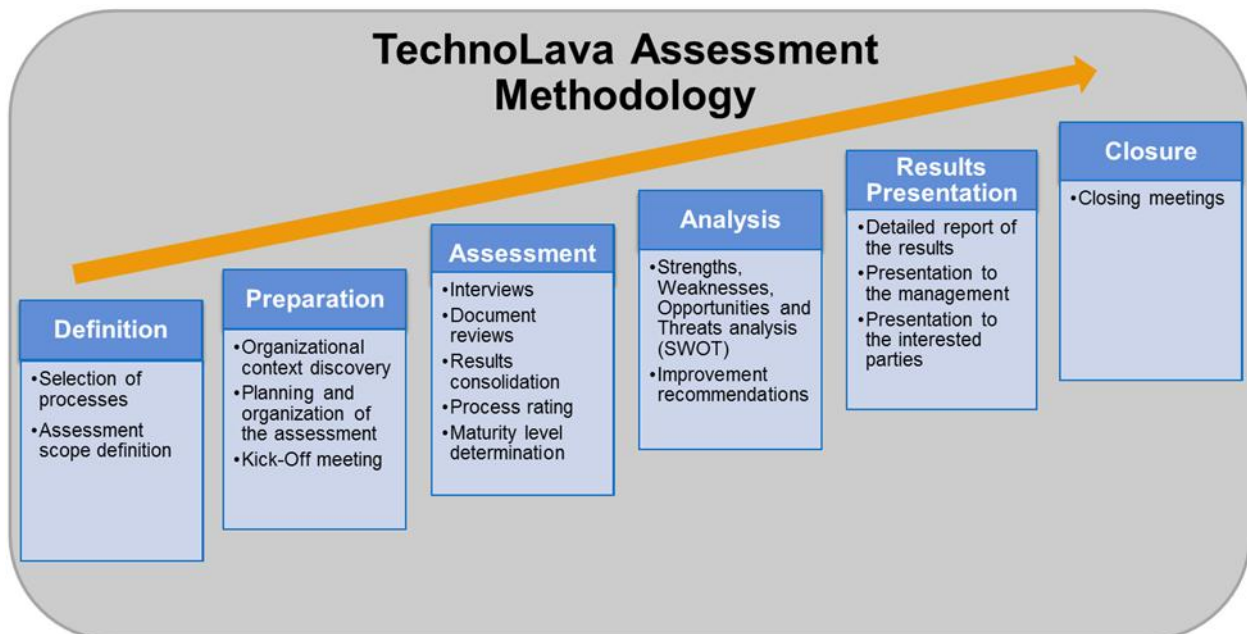
The **PAM** will most of the time **vary** somehow whereas the **PRM** will **remain the same**, as it is defining the business at a higher level. The PRM tells what the processes are, and what they should normally produce, and the PAM gives us a list of lower-level activities, records, documents that are supposed to be met in the particular context of this evaluation.

How does it all Work?

TechnoLava's ITSM Assessment comprises six phases:

During the IT Service Management Assessments, TechnoLava facilitates workshop sessions with key business leaders and technologists to assess current maturity of service management capabilities and practices measured against ITIL® best practices. Each ITIL® assessment offer provides varying levels of process review, risk analysis and recommended service improvement plan detail. Our standards based approach is used for Process Maturity Assessments and ISO 20000 Readiness Assessments and may be scaled to support the scope of the requirement.

Each ITSM Assessment Service follows a standards based six-phase process for capturing, analyzing, and reporting data.





With the Closure phase, the assessment project comes to an end, but the work in the assessed organization is far from being finished. The assessment project is only a first step on the long road of process improvement. The objective is to enable organizations to move smoothly from the assessment results to the definition and implementation of an improvement project. The assessment project results in a clear overview of the organization's current situation with its IT service management processes. The assessment project provides an inventory of strengths and weaknesses, opportunities and threats, as well as a list of improvement recommendations for each assessed process. This list is the raw material for the definition of the improvement project.

ITSM Assessment Options

We can tailor the scope and length of the Assessment Service to meet your exact needs. Assessments are delivered in base, intermediate or advanced formats. Depending on the format chosen, the discovery phase is carried out through workshops, interviews, detailed information reviews and/or observation. The three ITSM Assessment types provide you with options on the type of data gathering conducted (workshop or interviews), the number of IT Service Management processes included, and the number of locations covered.

Organizations conducting IT Service improvement programs are recommended to conduct an Assessment at the start of the program and at regular intervals to ensure the program remains on-track or adapts to changing business requirements.

ITSM Process Improvement Roadmap

At the conclusion and closure of the Assessment TechnoLava will produce recommendations specific to your organization to help you address the process maturity deficiencies identified in the prior phase by implementing sustainable process improvements.

The Roadmap will include compilation and presentation of comprehensive recommendations outlining what your organization needs to do to achieve the desired maturity. The report will also specify priorities and practical next steps to put you on the path towards providing improved IT value to your organization.

About TechnoLava

TechnoLava LLC is focused on IT Service Management and Cloud Computing Solutions. We provide ITIL and Cloud best practice consulting, training, assessment and implementation services. Our ITSM Maturity and ISO20000 Assessment services will develop a roadmap to ensure process improvement across the organization. TechnoLava provides Full Lifecycle Development, to include Requirements Analysis, Process and Workflow development, Training and Design and Implementation of the solution. TechnoLava enables immediate benefits to Cloud and IT Service Management solutions by delivering predictability, security, availability and reliability to your operational environment.