Managed Services

IT Service Assessment

From advising on technology and business trends, through designing innovative solutions, and ensuring the success of IT implementation programmes – Daisy also recommends a formal review of the maturity and effectiveness of your current IT Service delivery.

Whether you are seeking to gain ISO20000 IT Service Management accreditation, or seeking to review the effectiveness and alignment of current services (in-house or externally sourced); our 'time-boxed' audit process gives you a kick-start for a fixed price.

This focussed consultancy engagement considers the value that is delivered by your current IT services functions in support of the business objectives.

It includes a high level review of internal support, people, processes and third party services and the opportunities and returns that may be achieved from alternative processes or sourcing.

The approach is based on a combination of structured interviews with up to 10 selected stakeholders, a facilitated workshop, and a core site technical infrastructure audit.

How You Benefit

The engagement delivers a formal report and a presentation to key stakeholders identifying:-

- Understanding of business objectives and how these translate into IT service requirements
- Assessment of current IT service capabilities
- Recommendations for achieving a more effective IT service solution which supports the business objectives.

Benefits
- Obtain an independent, fresh perspective on your IT Services
- Improve business and drive efficiencies in IT
- Control and reduce Total Cost of Ownership
- Benefit from smart procurement

Define Requirement	Assess Capability	Design & Plan	Deploy & Validate	Maintain & Service Improvement
Stakeholder analysis to identify the current and future business requirements and objectives. Stakeholders include executive, operational management and key users.	Analyse the current infrastructure design at a high level and the service delivery mechanism to support the environment. Document the infrastructure & service analysis, identify any gaps and the opportunity for change.	Identify the 'opportunity' for change to deliver business 'value'. Defining People, Process & Technology. Who, What, Why, Where, When and How services can be delivered differently to achieve the business objectives.	Deploy the changes & recommendations / design. Validate to ensure that the service structure meets the requirements, achieves the business objectives defined within the "Assess Requirement" stage.	Maintain currency and relevance. Ensure that as the Business Requirements change (through acquisition or change in focus) the service(s) continue to meet those requirements. Use CSIP to measure and manage improvements.
IT Service Assessment			IT Service Improvement	

How the Service Works

This is a short, sharp, 10 day process to bring in an independent view and create momentum within your team to define service improvement opportunities:

Day 1 – Engagement Preparation
Sponsor meeting, objectives confirmation, stakeholder identification, project planning, interview and workshop scheduling.

Day 2 – Engagement Kick-off
Stakeholder briefing which will confirmation the scope of the engagement, timescales and information gathering requirements. The kick-off will also be an opportunity to understand the wider organisation and how it uses IT.

Day 3 & 4 – Stakeholder Interviews
Undertaken with key business stakeholders including members of the executive, senior management and key operational staff to harvest information on the current service, current & future business needs.

Day 5 – Facilitated Workshop
Undertaken with the operational management or team leaders to harvest how the current service is delivered (process), to assess the Management Information available and the current service maturity curve positioning.

Day 6 & 7 – Technical Assessment
A high level review of the infrastructure. This assessment will include physical inspection of the core site location (computer room / data centre) together with stakeholder discussion / workshop with the technical authority(s) within the organisation.

Day 8 & 9 – Documenting the output
Summarising the analysis findings, conclusions and recommendations in report and presentation formats.

Day 10 – Executive Review
A formal presentation, to review findings and to establish priorities and actions plans.

Our structured approach draws from practical experience across different market sectors and isn't restricted to your IT infrastructure needs, but considers the full implications for people, process and technology.

Deliverables

Report detailing
- The stakeholder understanding of the business objectives
- The IT service and service levels required to support these business objectives
- The current capability of IT to meet the required service levels
- The risks and exposures
- Opportunities for change
- Solution options to meet the IT service requirements

Presentation
To the sponsor and key business stakeholders on the findings of the review, priorities and next steps.

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To find out more about Daisy consultancy services speak to one of our specialists today:

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we are **daisy.**
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