

IT Service Management Assessment

Approach

Acuity uses a two-phased process to quickly assess maturity level and uncover organizational weaknesses and opportunities.

By executing this consistent strategy across multiple layers of the organization at once, our ITSM experts can provide IT leaders with the information they need to tackle short-term, mid-term, and long-term corrective action and achieve their desired end state.

Prioritizing requests to increase IT organizational performance is one of the most difficult tasks on the desk of any agency CIO. Even as major improvement efforts are underway, new challenges continue to pop up – seemingly out of the blue. The number of systems and processes IT leaders are responsible for managing increases day by day and when something goes wrong, the business is quick to raise concerns. Acuity, Inc.'s IT Service Management (ITSM) Assessment provides IT senior leadership a low-cost way to quickly identify the root causes of performance challenges.

By using a qualified third party to explore vision, objectives, performance concerns and trends across multiple levels of an organization, IT leaders can uncover new opportunities and benefit from an actionable plan to achieve their goals more quickly.

How it Works

By leveraging industry best practices and benchmarks from ITSM implementations of similar size and scope, Acuity's team of ITSM professionals assess your organization's service management maturity and provide an easy-to-follow prioritized roadmap to help respond to the challenges at hand.

Acuity's ITSM Assessment is intended to help refocus and optimize IT organizations by identifying points of operational misalignment and recommending strategies to address issues at their root.

Who Benefits

Acuity's ITSM Assessment services can be tailored to any size organization and can be focused on a specific service line or deployed across the IT enterprise.

Simply put: the larger the organization, the more complex the interview strategy will become, but regardless, the Acuity assessment always includes a review of ITSM processes and their supporting technical implementations to determine how well existing systems and procedures are integrated.

Regardless of the size of your organization or the specific pain points you are currently experiencing, the end goal of an Acuity ITSM Assessment is always the same – greater organizational transparency, efficacy, lower risk, and actionable plans to help realize your leaders' desired results.

Typical assessments take approximately 6 weeks. This includes focused visioning sessions, process and technical interviews, the delivery of results in a formal report and an on-site briefing to discuss next steps.

Our Assessment activities include:

A series of focused conversations with the following key stakeholders:

Senior Leadership (Individual accountable for IT operations)
Used to baseline the business goals & department objectives, document vision for service management, identify current pain points and validate strategic alignment to the business or other IT initiatives

Process Owners (minimum of 2)
Evaluates how process owners are integrated across the organization, explores key activities and digs into history of continual service improvement efforts

ITSM System Owner (minimum of 2)
Assesses status of the technical implementation, validates alignment to process efforts, evaluates percentage or success of current implementation, explores history of service management applications, and vendors and consulting services utilized

Requests for documentation, process and technical surveys, and Q&A interviews with process and technical staff:

Process Manager & Analyst(s) (2-4 interviews)

- Process documentation
- Roles and responsibilities
- Policy and procedure documentation

Technical Manager & Support (ITSM and/or engineering support) (2-4 interviews)

- Architecture diagrams
- O&M procedures and checklists
- System configurations

For more information on Acuity's IT Service Management Assessment please contact:

Eric Lazerson
eric.lazerson@myacuity.com

www.myacuity.com

About Acuity, Inc.

Acuity is a federal management and technology consulting firm headquartered in Washington, D.C. Acuity provides deep industry expertise to help clients plan for the future, perform in the present and save taxpayer dollars while realizing real, measurable and meaningful project results that help improve and safeguard the country. Visit www.myacuity.com to learn more. Follow Acuity on Facebook at [facebook.com/acuityinc](https://www.facebook.com/acuityinc) and Twitter at [@my_acuity](https://twitter.com/my_acuity).