Service Management Maturity Assessment

The CGI Service Management Maturity Assessment extends its concept by providing an efficient and cost effective means of evaluating Service Management performance and initiating a service improvement programme.

The Maturity Assessment is based on a leading capability framework, which we have enhanced to form the basis of your assessment and the outcome improvement programme.

It empowers you to understand where investment should be focused and for you to take ownership of an improvement plan. You are empowered with the information required to define an effective improvement programme and introduce new technology.

Delivering result **through partnership**

CGI places you at the centre of everything we do. Using our Client Partnership Management Framework, we approach every engagement with one objective in mind, helping you succeed. At the start of your engagement with us, you will be introduced to your Service Management Advisor. From this point on, they will be your focal point for delivering the assessment. The maturity assessment is always undertaken in partnership and close collaboration with you and your organisation.

What assessments **are available?**

It is important to set the assessment scope. Are you assessing a team, function, process area or tooling challenge, or is the scope much broader?

CGI offers three Service Management maturity assessments, Lite, Lite+ and Full. There are also a number of other assessments which are more focused on specific activities, including a Service Desk Assessment and a Tooling and Automation Assessment. CGI will evaluate and advise you on the best choice to support your specific issues, required business outcomes and operational priorities.

The assessments are conducted using a tried and tested approach which is continually refined. The approach provides the ability to execute consistently each time, whilst providing sufficient flexibility to tailor the assessment to specific service management requirements.

How the **assessment works**

Assessment Planning	Data Gathering	Analysis	Report Production	Improvement Planning	
• Understand drivers • Obtain Org. Structure • Develop assessment approach	• Interviews • Workshops • Review documentation • Real-time review & observation	• Analyse notes • Identify key strengths, weaknesses, findings, recommendations	• Write report & produce draft roadmap • Prepare presentation slides approach	• Agree findings • Agree next steps	Activities
• Agreed problem statement • Agreed interview schedule • Identified administrative support	• Notes for analysis	• Scoring and rating • Key findings • Key recommendations	• Draft roadmap • Process maturity assessment report	• Presentation of findings • Agreed roadmap and recommendations	Deliverables

- **Assessment Planning** – working with you to understand specific requirements and to explain the concept of and to plan the scope of the assessment.

- **Data Gathering** – We carry this out in line with the agreed scope. The assessment consists of interviews with key stakeholders, observing disciplines in action and review of selected documentation. Information gathered is compared with recognised best-practice approaches.

- **Analysis** – we will undertake analysis of the data gathered against service management global best practice and the maturity matrix to ensure we apply the correct current rating and document the agreed proposed maturity rating.

- **Report Production** – We provide reporting for each service management activity which gives a maturity rating along with commentary, recommendations and an improvement plan.

- **Improvement Planning** – We will ensure that the assessment identifies and documents recommendations for improvements by identifying the activities to achieve the agreed target maturity level.

The benefits of a **CGI Maturity Assessment**

- Getting an independent and objective review of all your Service Management activities

- Helping prepare for a major programme such as Digital Transformation

- Preparing for a move to a multi-vendor operating model, such as a Service Integration & Management (SIAM) approach
- Collating findings into a single deliverable which can be used as a baseline for continual service improvement
- Providing impetus, direction and structure to improvement activities
- Enabling the Service Management focus to shift from only process to alignment to service value chains and business outcomes

ABOUT CGI

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world. With 77,500 consultants and other professionals across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network that helps clients digitally transform their organizations and accelerate results. With Fiscal 2019 reported revenue of C$12.1 billion, CGI shares are listed on the TSX (GIB.A) and industries and stay attuned to market and cultural the NYSE (GIB).

We invest in the communities and areas we are located. This is evidenced by our commitments to our client-proximity model and our ever increasing corporate social responsibility projects

Learn more at www.cgi-group.co.uk

HOW DO I FIND OUT MORE?

Our Service Management Consultants would be happy to discuss your requirements

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