



IT Service Management Consulting Solutions Assessment Services

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IT Process Maturity Assessment

Why ITIL?

ITIL prepares your organization to efficiently deliver **quality IT services** in a **cost-effective** manner that your business requires.

Successful organizations utilize the ITIL framework to implement **effective IT strategies** that produce **positive business results**.

What is IT Service Management (ITSM)?

Information Technology Service Management is an approach utilizing documented **best practices**, which guides the management of people, processes and technology to provide **high quality** service.



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The road to **Operational Excellence** requires knowing where you are and which direction to take. Aeteon assists IT organizations by evaluating their Service Support and Service Delivery functions, and by working closely with the CIO to map the road to operational excellence. Utilizing best practice approach, the assessment is carried out by ITIL Certified Executive Consultants.

Aeteon has several years of Business Process Design and our consultants are experts in advising CIO's and providing the necessary guidance framework.

ASSESSMENT PROCESS AND DELIVERABLES

Initially, we assess the current maturity level of IT processes that support the delivery of IT Services. Using a 5-step approach we create a baseline to identify areas of improvements. We provide a maturity score at the Operational, Tactical and Strategic level on a scale based on the Capability Maturity Model. Each process is defined as being in one of the 5 stages: Non-Existent – Initial – Repeatable – Defined – Managed – Optimized.

We also analyze the People and Structure, Processes and Procedures and Technology that comprises your IT organization and identify those areas that prevent



you from optimizing your resources. Upon completion, the client receives a concrete plan, identifying improvements for immediate ROI.

Our practitioners will review and analyze each of the ITIL process areas within Service Support (Incident, Change, Release, Configuration and Problem Management) and Service Delivery (Capacity, Availability, Financial and Service Level Management)

Assessments may be tailor-made to address a range of issues from a Global IT organization to an ITIL-specific process area selected by the customer.

Aeteon consultants can benchmark your current IT processes against "best practices" and design a continuous improvement roadmap, specifically for your situation and goals.

Contact us today at info@aeteon.com