IT service management maturity assessments

Baselining your operational practices to support organisational transformation.

The challenge

Typically, an increase in digitisation and automation across any organisation is positive. However, this transformation will naturally highlight inefficiencies in your IT ecosystem, and as a result, your services may fail to optimise the value delivered to customers.

IT service management best practices (such as ITIL®) therefore focus on creating overall value and customer experience. When applied properly, this delivers boundless benefits, so much so that it has led to the growth of enterprise service management which can be applied across all areas of business.

Nevertheless, without an acceptable level of capability and maturity, the value and experiences your products and services deliver will be diminished.

When investing in a service improvement or optimisation programme, it's therefore essential that you're equipped to make confident, evidence-based decisions that fast-track digital transformation success. This is where a holistic assessment of your service management capability and maturity will help, ensuring you have the right controls and support in place to effectively manage digital services at pace.

Our offerings
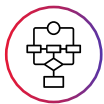
Capability assessment
Our experts will evaluate one or more of your selected practices against the latest standards, enabling you to focus on areas for improvement.

Maturity assessment
A broader assessment that evaluates a larger, more holistic ecosystem at a high level, often alongside specific practices. This provides you with insights to drive improvement in targeted areas, and a benchmarked view of service quality.

Improvement roadmap
Working together, we'll design and deliver a realistic, value-driven roadmap for service improvement, underpinning and aligned to wider organisational initiatives.

Every digitally-driven organisation strives to add value consistently to its products and services. A key enabler of this transformation is the ability to make evidence-based decisions to support effective investment in service improvements; that's where our maturity assessments come in.

How we can help

We use the ITIL® service management practices' success factors to assess your existing process capability, and gain a holistic understanding of your governance, service culture, tools, and the value chains they support. From this, we make recommendations of how to build upon your existing practice structures to enable greater success.

Together, we'll then co-create a roadmap for your digital future. As part of this, you'll work with our business change experts to define the change journey for each of your organisation's stakeholder groups, to ensure your people effectively transition into new ways of working that realise true value.

You'll be empowered with practical insights, actions and deliverables, including:

- **Augmentation** of skilled business change champions, subject matter experts, change leaders and process owners to kick-start your new practices and mentor your people until new behaviours become embedded.
- **Training** including knowledge transfer activities.
- **Toolset requirements** definition and RFP production.
- **Support managers** and other leaders to ensure business readiness at a detailed level.
- **Service desk** improvements based upon CGI's SDI 5-star accredited practice.
- **Templated practices**, processes and procedures.
- **Organisational change** activities support.
- **Sustainable digitalisation** guidance.
- **Benefits** planning, tracking and metrics.

The benefits

Our capability and maturity-based approach to service management will **fast-track** your service improvement initiative.

Working alongside our organisational change experts, we use a holistic framework that will **de-risk** your programme whilst embedding a **positive cycle of change** that builds momentum and enthusiasm, leading to transformation success.

Furthermore, **sustainability** is a fundamental part of our culture, so environmental, social and governance strategy (ESG) will be at the heart of your solutions.

- **Strategy fulfilment -** Identify areas that need improvement to achieve strategic objectives, such as customer satisfaction or sustainability.
- **Better investment -** Focus investment on those areas that will yield the best improvements for your specific organisational context.
- **Proactive approach -** Visibility to spot risks and issues early on, and rectify them before they escalate.
- **Customer experience -** Understanding your desired maturity level in order to meet your business and customer needs.
- **Employee satisfaction -** Eliminate pain points, create better engagement and empower your people with the right tools to do their jobs.

Why CGI?

Our Advisory Services experts have real-world experience of service management across multiple environments and sectors. We deliver change from small projects to large scale transformation, across organisations and geographies, so no matter the complexity of your ecosystem, we will enable your service improvement success.

Our clients compliment us on how we integrate with their people, engendering an immediate feeling of trust. We become part of your team and use our vast experience to help determine and apply an evidence-based approach that creates solutions tailored to your unique culture and needs.

About CGI

Insights you can act on
Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information
Visit Advisory Services

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