

ICT Service Delivery Audit

Implement best practice service delivery standards for all ICT activities

Strategic Directions maintains an ICT Strategy Practice that specialises in providing advice and guidance in this important area. The following scope of work is required in order to undertake an ITIL maturity assessment against the core ITIL processes, to establish a target vision and provide a service management strategy:

Phase 1

The assessment process will use the Cobit Maturity Measurement Scale to score the current performance of your organisation's service delivery model against the ITIL framework. The same measurement scale will be used to define the target service delivery model, considering each component of the ITIL framework. The gap analysis will provide input to Phases 2 and 3, and help prioritise items in the service management strategy.

The Operational Layer - Undertake an assessment of the current maturity of your service management processes against core ITIL processes:

- Configuration Management;
- Service Desk Management;
- Incident and Problem Management;
- Change Management; and
- Release Management.

The Tactical Layer - Undertake an assessment of the current maturity of your service management processes against core ITIL processes:

- Service Level Management;
- Availability Management;
- Capacity Management;
- Continuity Management; and
- Financial Management.

Phase 2

Define a target vision for service management in your organisation

Phase 3

Develop a service management strategy including:

- high level work program and schedule;
- identify processes that can be implemented quickly to provide the greatest business benefit in the shortest possible timeframe; and
- take into account other factors such as:
 - process dependencies;
 - priorities
 - current process maturity levels;
 - people;
 - perceptions;
 - a high level of two-way consultation and communication; and
 - how service management and ITIL will assist in the efficient and effective delivery of services to the business for both IT and business areas.

Contact us for more information

Other business packages available

Audits

Data Centre / Telecommunications / Vendor Management / ICT Service Delivery

Services

External CIO / Business Continuity Planning / ICT Tender Management / Data Centre Optimisation

The Strategic Directions Group Pty Ltd are ICT Master Planners and Strategists... providing vendor-independent IT and Telecommunications advice to Federal, State and Local Government Organisations and Commercial Enterprises at Executive Management level. Since commencement of operations in 2003, the Company has developed an excellent reputation and a growing base of major clients. The Company is regularly engaged by Clients at a strategic level, on a retainer basis – and is frequently asked to deliver our recommendations.

Strategic Directions is strictly vendor independent. We can provide totally objective analysis and recommendations on all ICT matters. Our highly skilled professional team, each a specialist in their own field, enables Strategic Directions to provide comprehensive master planning, advice, and guidance.

Our Services Include:

ICT management

Telecommunications and networking

Project services

Data centre design and management

Engagement Models Include:

Retainer

Fee for service

Project Based

Business Packages

Head office

Level 9, Springfield Tower
145 Sinnathamby Boulevard
Springfield 4300
QUEENSLAND

Postal

PO Box 4166
Springfield 4300
QUEENSLAND

Tel. 1300 786 566

Fax. 1300 852 343

info@strategicdirections.com.au



www.strategicdirections.com.au

Brisbane • Canberra • Melbourne • Sydney