

IT Service Management

ITSM Gap Analysis

An IT organisation's success is highly dependent of the quality on its IT service processes. This is the main reason why more and more companies decide to align their processes to internationally accepted frameworks such as the IT Infrastructure Library (ITIL) or ISO 20000. When it comes to practical adoption, a status overview in the form of a gap analysis provides valuable information, especially in the initial planning phase or during the first steps of implementation. It allows you to systematically identify which of your current processes already comply with the requirements and which of them still have potential for improvement.

Objective

A no-obligation gap analysis of your current IT Service Management Processes (ITSM) allows you to

- determine the performance of your IT processes in a given ITSM scope
- identify weaknesses of IT processes within your organisation, and
- ensure support for operational improvements by the IT management.

Procedure Based on ITIL/ISO 20000

Depending on your requirements, we offer gap analyses for different process groups. All our analyses are in line with the relevant frameworks: they include, on the one hand, the de-facto standard ITIL which describes IT Service Management processes based on best practices, and, on the other hand, the international standard ISO 20000 which builds on and complements the requirements stated in ITIL.

Methodology

In cooperation with your IT service staff, we determine the compliance and maturity levels of your processes, using the following methods:

- Interviews based on pre-defined questions
- Spotchecks of documents & data

For each process, we ask a specific set of questions that also cover organisational and personnel aspects. A comprehensive report at the end of the project describes your status compared to ITIL/ISO 20000 and serves as a starting point for the introduction of compliant IT Service Management processes.

Our certified ITIL Service Managers and ISO 20000 consultants are also happy to help you choose and

implement appropriate supporting software solutions or guide your organisation on its way to ISO 20000 certification.

ITSM Gap Analysis I (ITIL)

Basic ITIL Processes

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Service Level Management

ITSM Gap Analysis II (ITIL)

Additional ITIL Processes

- Availability and Business Continuity Management
- Financial Management for IT Services
- Capacity Management
- Information Security Management
- Release Management

ITSM Gap Analysis III (ISO 20000)

ISO 20000 Specific Processes

- Service Reporting
- Business Relationship Management
- Supplier Management

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plan42 is a consulting firm specialised on IT Service Management, IT Security Management & Business Solutions. Process analysis, consulting, conception, and implementation – plan42 combines technical expertise and best-practice concepts of IT Service & Security Management.