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 gap analysis conducted by plan42 provides a comprehensive overview of your organisation's current technical and organisational IT service controls, highlighting potential areas for improvement. This 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 specific requirements, we offer gap analyses covering different IT Service Management process groups. Our assessments are aligned with established frameworks and standards, including ITIL, which provides best practices for IT Service Management, and the international standard ISO 20000, which defines requirements for an effective IT Service Management system.

Methodology

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

- Structured interviews using predefined questions
- Sample-based reviews of documents and data

For each process, we use a tailored set of questions covering operational, organisational, and personnel aspects. At the end of the assessment, you receive a comprehensive report evaluating your current processes against ITIL best practices and ISO 20000 requirements. The findings provide a solid foundation for implementing compliant IT Service Management processes.

Our certified ITIL Service Managers and ISO 20000 consultants can also support you in selecting and implementing suitable software solutions or guide your organisation towards ISO 20000 certification.

ITSM Gap Analysis I (ITIL)

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

ITSM Gap Analysis II (ITIL)

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

ITSM Gap Analysis III (ISO 20000)

- Service Reporting
- Business Relationship Management
- Supplier Management

plan42

plan42 is a consulting company specialising in IT Security, IT Service Management, and Business Solutions. From process analysis and consulting to solution design and implementation, plan42 combines technical expertise with proven, practical approaches.