IT Service Optimisation

Service Description

The service provides an objective, current-state assessment of how IT service are being delivered and consumed by the business and explores how the services can be improved to meet current and future demands. The assessment lead service looks at different aspects of how IT service are being delivered and highlights areas where the service can be either optimised or delivered more efficiently.

www.hummingbird.solutions

Contents

Service Description

The IT Service Optimisation assessment looks at the existing capability of IT to deliver services to meet the current and future needs of the business. The objective based review looks at different aspects of the IT delivery to identify gaps and areas in which service could be optimised to create are more efficient and streamlined IT service.

The service offering includes an initial consultation phase which focuses on understanding a client's current view of their IT operations and services and where they believe services are lacking or not delivering to expectation. The consultation introduces the objectives of the assessment and what information is needed for the assessment to be able to deliver outcomes that can be used to optimise the delivery of IT Services. The assessment is a more defined and deeper dive analysis into different aspects of the IT delivery, where the goal is to identify areas which can be optimised to improve the delivery of IT services.

Objectives of the IT Service Optimisation assessment is to.

- Understanding what the organisation delivers in way of IT
- Determine the maturity level of IT and its capability to deliver to existing business expectations
- Determine IT's ability to deliver outcome-based services
- Evaluate the use of ITIL best practices such as Service Catalogues, Continuous Service Improvement etc
- Capability reviews of the IT services agility and ability to meet future objectives and challenges.

Hummingbird's consultancy and assessment provides the expertise necessary to provide a current-state assessment of how the IT services are currently being delivered and provides recommendations on areas that can be optimised to fill the gaps in the existing delivery of services as well as support the future needs and challenges.

Customer Scenarios

IT and Business Alignment

Underperforming IT services are commonly due to either IT focused solely on operational activities or tasks, and in situations where the IT resources are stretched due to poor operational processes or inadequate use of tools. Therefore, as part of maturing the delivery of IT, standardisation of common service and process as well as defining the associating outcomes align to business expectation can help improve the delivery of IT services. It also improves the satisfaction of IT resources as the processes and deliverables are clearly defined and standardised, and user satisfaction is improved as the outcomes are consistent when performed.

## Understanding the capability of IT to deliver to the needs of the business

Understanding the capability of IT and its underpinning structures (people, processes, and tools) is vital for making informed business decisions that rely on IT support and services. It allows organisations to be better equipped to address any identified current challenges as well as any future challenges that are derived from on evolving or changing business need, as well as technology changes to the IT landscape. It is essential for organisations to have IT services that are agile and dynamic enough to be able address changes without significant impact to the business. Ongoing changes to the business provide challenges to IT departments which need support new or emerging technologies which may or may not be able to be supported via the existing set of IT services and frameworks (people, processes and tools).

Improve User Satisfaction

One of the main benefits of the optimisation of IT services is the improved user experience and overall satisfaction of end users. This is due to services being aligned to the required business outcomes and the expectation of the business users, as well as the consistency from how they are delivered. In most situations where users are unsatisfied with the delivery of IT services, it is usually due to the incapacity of IT to meet their demands based on limitations with resources, unsuitable use of tools, or undeveloped processes that do not support the end user expectation.

Key Features

Hummingbird's IT Service Optimisation provides a current state assessment of the IT services that are in place to meet the needs of the users and the business. The phased approach of consultation and workshops, looks at the existing services and operations and identifies areas that can be optimised or are gaps. The approach also assesses the current challenges facing the organisation, the desired end state goal the organisation would like to achieve and provides recommendations on how those end state goals can be achieved based on the current state analysis. The first phase is a consultation-based engagement, where concepts of the current state assessment are presented and discussed, as well as open forum discussion to understand the challenges facing the business and the expectation desired from the assessment. The second phase is a deep dive into the current state of IT services, which includes workshops, review of existing associated services documentation and discussions with business stakeholders. The end goal of the consultation and assessment is to give businesses a recommendation of how they can achieve their desired end-state and recommended transformation roadmap.
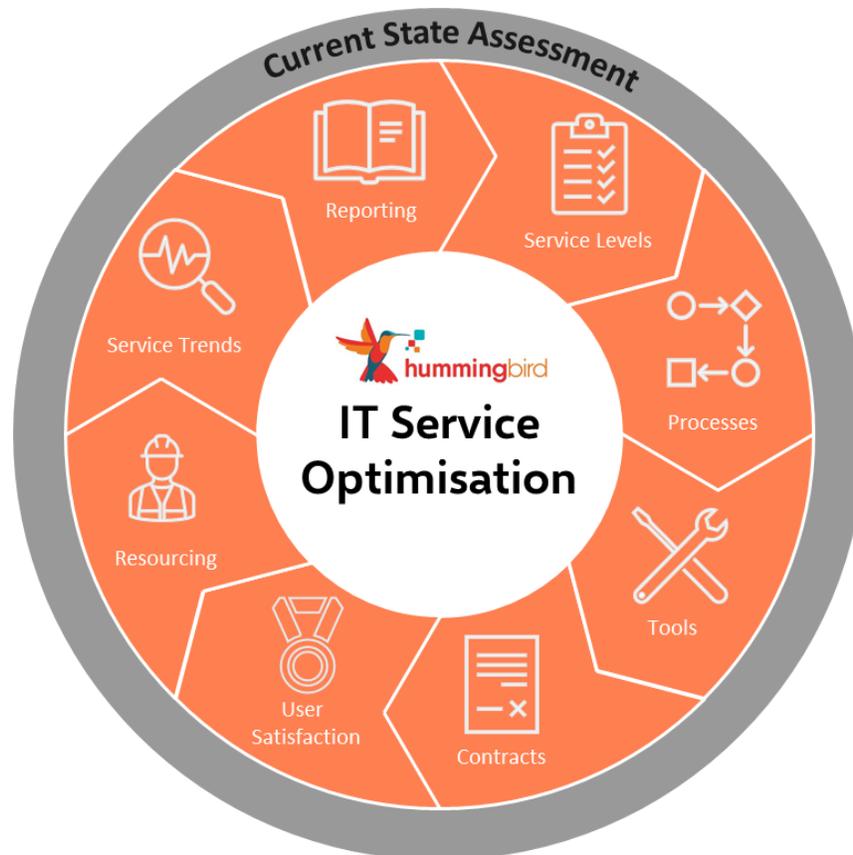
Consultation and Assessments

To understand what you need; the initial part of the engagement is a combination of both consultations and assessments to understand where you are now. The first phase is targeted to first present the approach of the assessment and activities to be conducted, but its main objective is to promote conversation around how services are being delivered currently and associated challenges facing the business in relation to those IT services. Once the challenges have been identified and discussion around the desired end-date have been completed, the second phase (Assessments), goes into a deeper dive investigation to identify the source of the challenges, as well as a gap and provide recommendations based on workshops and reviews of existing services.

The Phase 1 Consultation includes:

- **IT Service Optimisation Concept Presentation** – Presentation on the approach of the IT Service Optimisation program and the activities to be conducted under the assessment phases. Also discuss what information is need to be shared, and why that information is important in delivering the required outcomes of the assessment.
- **Business Discussion** – Open discussion on the challenges facing the business and what is the desired end-state that they are trying to achieve.

The Phase 2 Assessment includes:

- **Service Documentation Reviews** – includes an analysis of any existing service contracts, service reports, user satisfaction surveys and associated documents to evaluate the current state of services. The review of the existing defined services needs to be aligned to the challenges identifies in phase 1 to ensure the review is focused on the challenges facing the business.
- **Workshops** – Assessment will include various workshops, which are either conducted to discuss topics associated to the identified challenges or to seek further clarification on information and documentation received.
- **Business Expectation Reviews** – Throughout the assessment it is important to seek feedback from stakeholders and consumers of the IT services to get a full 360-degree view of the challenges facing the business. It is essential that the assessment have both a business/user view of the IT services delivered as well as from IT operations.
- **Recommendations** – By analysing the output of the workshops and reviews, we can build a picture of the current state of your business and where your key pain points are. Based on this, we then apply our knowledge of best practice in order to provide recommendations on changes that can be made to either eliminate those pain points or provide a roadmap to the desired end-state. This is documented in our final report, together with a plan for implementing the improvements.

Pricing Structure

The following describes the items that will be seen on a quote or service order relating to this service and the structure of those items in building this service.

Price on request

IT Service Optimisation Service

The specific service lines are:

• IT Service Optimisation

Service Catalogue Assessment:

The specific service lines are on request

• Service Catalogue Assessment

Notice

This document and the information it contain is proprietary and remains the property of Hummingbird Ltd. The document may not be reproduced, or the contents transmitted externally without the express consent of Hummingbird Ltd.

Contact us. www.hummingbird.solutions

Todd Whaley / Venesa Lalic

Todd.Whaley@Hummingbird.solutions

Venesa.Lalic@Hummingbird.solutions

+61 (0) 437 973 2022 / +61 (0) 466 749 236