

Are your IT Processes Effective and Mature?

In today's business environment, effective use of technology is paramount to success. Businesses are so reliant upon technology within their operations that effective and proper use of that technology can very much be equated with success or in limiting the ability to succeed. For firms of all sizes, it's not the technology itself that accounts for success, but how that technology is adopted and used within the organization. Success is found in filling business and operational needs across departments, in standardized ways, that fosters an environment that is more conducive to success.

This is why it's critical to have a standardized methodology and document exactly how and why the technology is to be used to the benefit of the organization. And yet while most organizations

have processes and methodologies in place, many are uncertain as to where their processes and use of technology stands as compared to standardized frameworks such as ITIL and ITSM. In addition, it's not always known as to how what is implemented compares to industry best practices as well as other similar sized and types of customers.

Organizations want and need to understand the maturity level of the processes that are in place around their technology use for ITSM.

Vicom Maturity Assessment Service Offerings help organizations at all levels of process and technology maturity gauge where they stand and not just where to improve, but an exact, detailed roadmap on how to improve.



Summary

Identify Areas of Improvement

- Governance
- Process & Program Maturity
- Capacity Management
- Disaster, Backup & Recovery
- Business Continuity Planning
- Monitoring
- Availability

Recommendations for Improvement

- Risk Categorization
- Technical and Non-Technical Solutions
- Identify options to mitigate

Scope, Plan and Prioritize

- Recommendations
- Perceived risks if no action taken
- Timeframe
- Resources

Socialize Plan

- Present findings and recommendations to key stakeholders

Offering May Include:

<p>A Maturity Assessment Report consisting of:</p> <ul style="list-style-type: none"> • Review of current operations and environment • Documentation of desired future state • Gap Analysis 	<p>Vicom Services Design Package and associated Standard Operations Processes that includes:</p> <ul style="list-style-type: none"> • Recommendations - Operations (SOP's) • Recommendations - Process (Workflow, SDP) • Recommendations - Tools/Technology (SDP) • Business and Operational Requirements Summary (SDP) • Organizational Review (SDP) 	<p>Proposed Strategy, Roadmap, and Implementation Plan (SDP/LOU/SOW):</p> <ul style="list-style-type: none"> • Provides a recommended list of applications and/or procedures that can be used to efficiently maintain the investment in the technology. This would could include Data Protection, Monitoring, Logging, Auditing, Governance and Change Control.
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Vicom Maturity Assessment Service Offerings are available for the following technologies and environments:

- Virtualization
- Cloud
- Linux
- IBM Power
- Storage
- Networking
- Microsoft Technologies
- Disaster, Backup & Recovery