



DATA SHEET

Service Management Assessment

Align your IT deliverables with your business goals through a Microsoft Services Service Management Assessment.

The Service Management Assessment can help you explore IT problems in depth, thus resulting in a roadmap of business-justified initiatives to address qualified, prioritized problems.

The Service Management Assessment focuses on:

- Defining business-aligned problem statements for improved communication between IT and its business customers.
- Producing prioritized recommendations for improving the effectiveness, efficiency, and quality of specific service management challenges.
- Outlining structured Service Improvement Programs (SIPs) clearly tied to business objectives.

Overview

Traditional service management assessments result in lengthy findings and recommendations that lack alignment with business value. They can provide abundant data, but not clear improvement guidance for your people. They also fail to answer the fundamental question: “What is the business value in implementing these recommendations versus our other initiatives?”

Service Management Assessment

The Microsoft® Services Service Management Assessment (SMA) solution provides a comprehensive approach that does the following:

- Helps businesses identify and qualify service improvement projects that will contribute to business value.
- Helps businesses select, deselect, and prioritize justifiable improvements.
- Provides documented remediation for action with built-in progress checkpoints.
- Provides specific guidance for improvement with specific challenges in an environment.

SMA is designed to help better quantify and communicate the business value of IT service improvement initiatives by addressing the assessment of specific IT services and processes. It is not just a general review of the entire process structure. SMA is also based on extensive research and practical learning that leverages many current IT best practices, including ITIL, MOF, and COBIT. Additionally, SMA is more focused than a typical ITIL/MOF assessment and targets people, process, and technology in the context of the specific IT services and operations being assessed.

SMA Diagnostics

The SMA contains seven different diagnostics (viewpoints) to identify opportunities and problems. Specifically, each opportunity or problem can be evaluated using these different viewpoints to precisely identify and define the business impact. These diagnostics include:

- Stakeholder View
- Customer View
- Provider View
- Platform and Lifecycle
- Process Governance
- Process Performance
- Process Capability

Phased Approach

The Service Management Assessment is conducted in multiple phases:

- **Preparation.** The vision, scope, and logistics of the assessment are confirmed, a kick-off meeting is conducted, and data analysis is begun to define the problem and opportunities being assessed.
- **Problem Qualification.** By defining the issues, stakeholders, and metrics, the team further locates and qualifies the problems and opportunities identified.
- **Proposal Qualification.** The team identifies and qualifies proposals for service improvements to address problems and opportunities identified in the first two phases.
- **Roadmap Commitment.** The team prioritizes and selects proposals to commit to action.
- **Roadmap Execution (Optional).** The team delivers on actions and regularly reports on action status, reviews, and adjustments.

Engagement Deliverables

The final deliverable is a roadmap of improvement projects and recommendations that address the prioritized problems. In order to ensure implementation of the roadmap, checkpoints can be built into the engagement's Roadmap Execution phase at intervals of 30, 60, 90, 180, 270, and 360 days.

Maximize the Value of Your IT Investments

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