

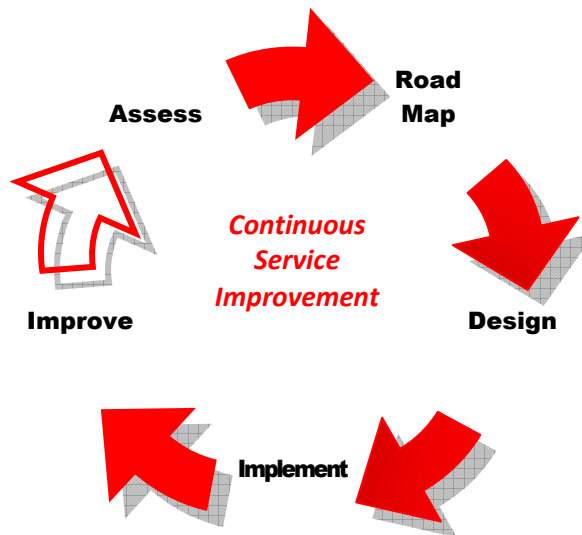
ITIL Process Maturity Assessment

Often the most challenging part of any process improvement effort is in knowing where to begin. The Red Engine Consulting Process Maturity Assessment is designed as a starting point for making Simple, Practical and Effective IT service and process improvements.

As an IT organization's ability to deliver quality and customer friendly IT services to its business customers is directly related to its overall organizational and process maturity, our assessment service is designed to evaluate key operational and process activities and provide a snapshot of maturity.

Using the [OGC ITIL® process maturity scale](#), the REC Process Maturity Assessment helps your organization to identify gaps in existing service management processes or operational functions.

While in many organizations no processes have been formally implemented, many of the related activities of these processes do exist.



The Red Engine Consulting Process Maturity Assessment will help to determine the degree to which the process activities exist, the relative maturity of those processes, as well as create a baseline for process improvement.

All recommendations will be based on the set of Best Practices described in the IT Infrastructure Library (ITIL).

As process maturity is relative to the maturity of other related processes, the Process Maturity Assessment is usually bundled to include up to 3 related processes.

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Additionally, the assessment will include an evaluation of several key aspects of the organization. In general, this will include a review of:

- Organizational Structure
- Organizational Culture
- Reward and Incentive structure
- Key Roles and Responsibilities

Generally, the information is gathered through a series of interviews with key staff members and a survey of organizational documentation.

Typically this includes an extensive review of the following:

- Org Chart
- System documentation
- Tool survey
- Roles & responsibilities
- Process documentation
- Policies & procedures

The Process Maturity Assessment includes the following deliverables:

- Process/organizational readiness assessment
- ITIL/ITSM overview presentation

- Process Maturity Characteristics Description
- 6 month process check-up

When bundled as part of the REC [Process Road Map](#) service, you receive the added value of process definition, design and the creation of action plans to help to reduce operational costs and improve overall service quality.

This service can also be combined with other service offerings such as Process Design & Process Improvement, to deliver greater value.

As an added cost saving measure, the Process Maturity Assessment can be delivered either remotely, on-site, or a combination of both.

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