

# Level Up Your ITSM Program with an ITSM Process Maturity Assessment

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# Welcome to the Webinar!

- ✓ Use the Zoom 'questions' panel to ask any questions you have
- ✓ Chat is a great way to make comments
- ✓ We'll email you the recording and slides

**Speaker**



**David Mainville**  
CEO & Co-founder  
NAVVIA™

# NAVVIA™

# Navvia is rated #1 in Quality of Support



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# ITSM Process Assessment

The purpose of a ITSM Process Maturity Assessment is to take an in-depth look at a company's key processes in order to measure the current state, identify gaps and develop a roadmap for improvement.



- Assessments can be conducted by a third party, such as a consulting company, or by in-house personnel with the requisite knowledge and skills.
- The assessor typically uses interviews, workshops, observations of process execution, and questionnaires to score process maturity.
- Processes are often scored on a “Maturity Scale” of one to five where one represents an “ad-hoc” process and 5 is a fully optimized process.

## Poll question

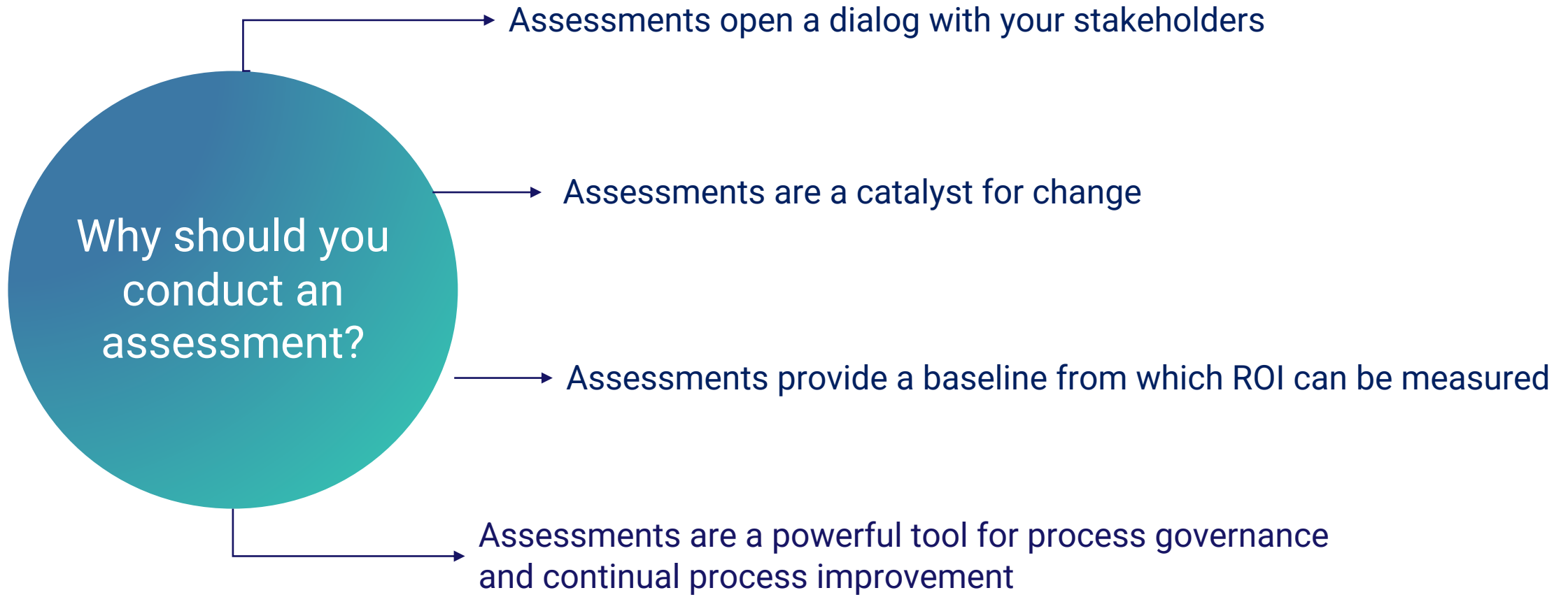
Has your organization conducted a Process Maturity Assessment in the last 18 months?



- 1 We have not conducted an assessment
- 2 We are planning on conducting an assessment
- 3 We conducted an assessment, but did not find it valuable
- 4 We conducted an assessment, and found it moderately valuable
- 5 We conducted an assessment, and found it highly valuable

# Why should you conduct an assessment?

“There is more to an assessment than calculating a score – An assessment is a powerful tool for organizational change!”





# When should you conduct an assessment?

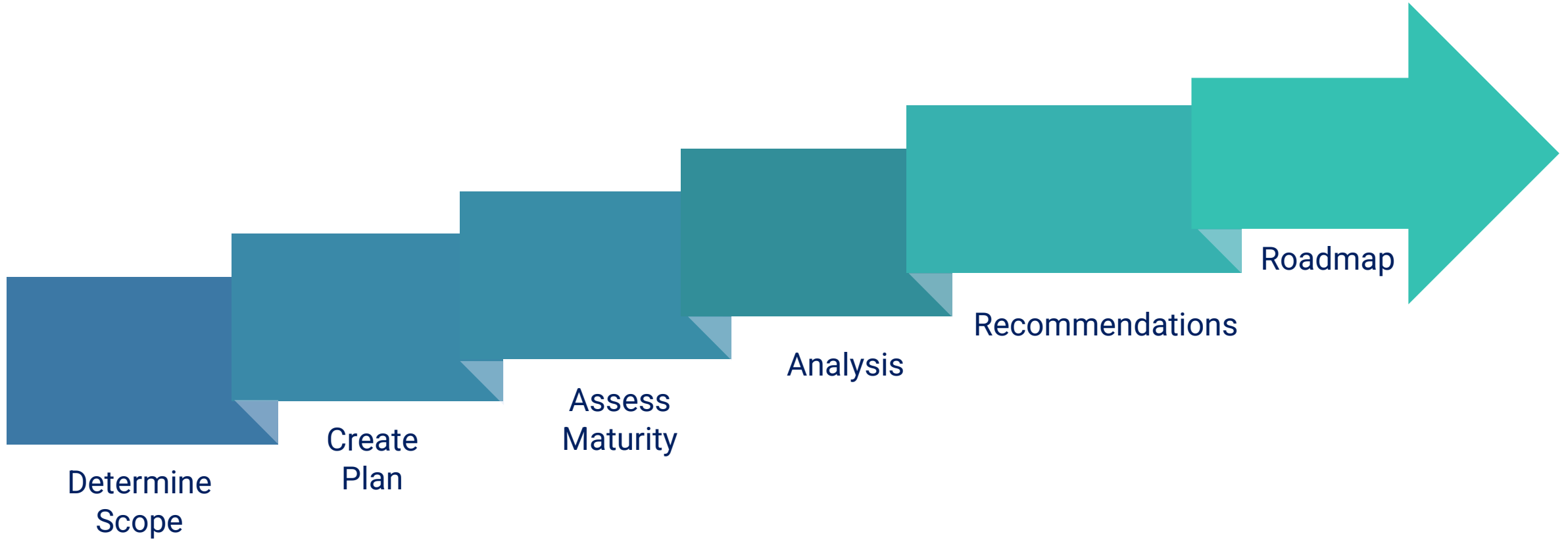
**Here are several common triggers for an assessment:**

- ✓ When implementing or re-booting an ITSM program
- ✓ When implementing a new ITSM tool
- ✓ Change of leadership
- ✓ Mergers, acquisitions, or consolidation of departments
- ✓ A significant disruption in service
- ✓ Periodically in support of process governance

# How to conduct an assessment

“Assessments are about talking to people and understanding what's working, or not working, from their perspective. Questionnaires are a great tool, but talking to people is invaluable.”

# How to conduct an assessment



# Project initiation



## Determine Scope

- How many processes will you assess
- How deep will you go

## Create the plan

- Create a communication plan
- Select participants
- Determine how you will engage each of the stakeholders
- Schedule the interviews, workshops and release of questionnaires
- Block time for analysis
- Schedule the validation sessions and final report presentation

# Assess Maturity

## Background data

- Current process documentation
- Roles and responsibilities / procedures
- Reports, metrics and other process performance data
- SLA information
- Observations of process execution

## Interviews

- Typically more senior stakeholders
- Allows for a more “candid” discussion
- Cover people, process, technology and partners
- Always state the objectives of interview
- Ask open ended questions (avoid yes/no questions)
- Let the interviewee do the talking / take clear notes

# Assess Maturity

## Workshops

- Process managers and people actively involved in the process
- Promotes dialog and conversation
- Cover people, process, technology and partners
- The dialog between participants can be very valuable

## Questionnaires

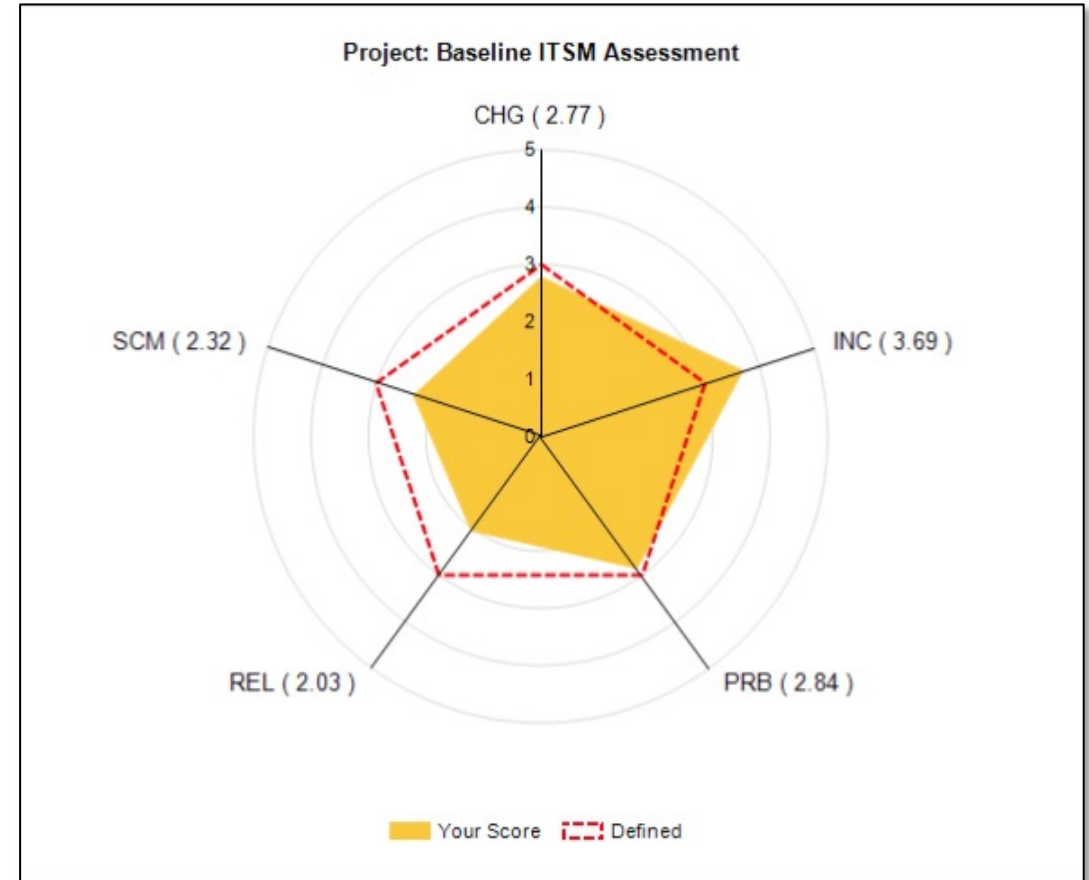
- Process managers and people actively involved in the process
- Score based, typically aligned to a “maturity model”
- Allows you to involve a significant number of people with minimum effort
- Spreadsheets or 3<sup>rd</sup> party assessment tools such as Navvia





# Assess Maturity

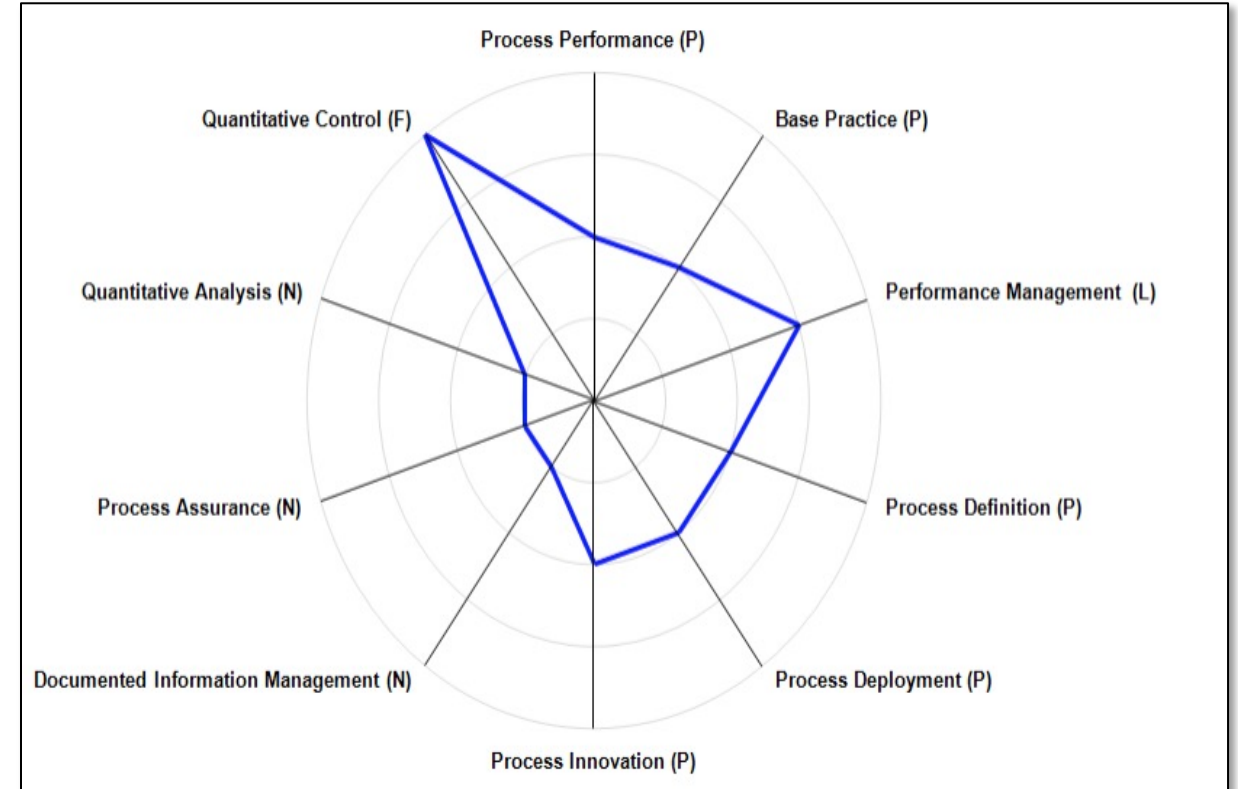
| Level | CMMi  | ISO33020   |
|-------|---|--|
| 0     |   | <b>Incomplete:</b> The process is not implemented or fails to achieve objective                            |
| 1     | <b>Initial:</b> Processes are unpredictable, poorly controlled, and reactive (ad-hoc) | <b>Performed:</b> The process is implemented and achieves its purpose                                      |
| 2     | <b>Managed:</b> Processes characterized for projects and are often reactive           | <b>Managed:</b> The process is managed and results are specified, controlled and maintained                |
| 3     | <b>Defined:</b> Processes characterized for the organization and are proactive        | <b>Established:</b> A defined process that is managed and continually improved.                            |
| 4     | <b>Quantitatively Managed:</b> Processes are measured and controlled                  | <b>Predictable:</b> Quantitative management needs identified, data collected, and corrective action taken. |
| 5     | <b>Optimizing:</b> Focus on process improvement                                       | <b>Innovating:</b> Process is continuously improved through innovative means                               |





# Assess Maturity

- Maturity by groups
  - Users, SME, management...
- Maturity by domains
  - People, Process, Technology, and Partners
  - ISO33020 use 10 domains
    - Base practices
    - Process performance
    - Process management
    - Documented information management
    - Process definition
    - Process deployment
    - Process assurance
    - Quantitative analysis
    - Quantitative control
    - Process Innovation



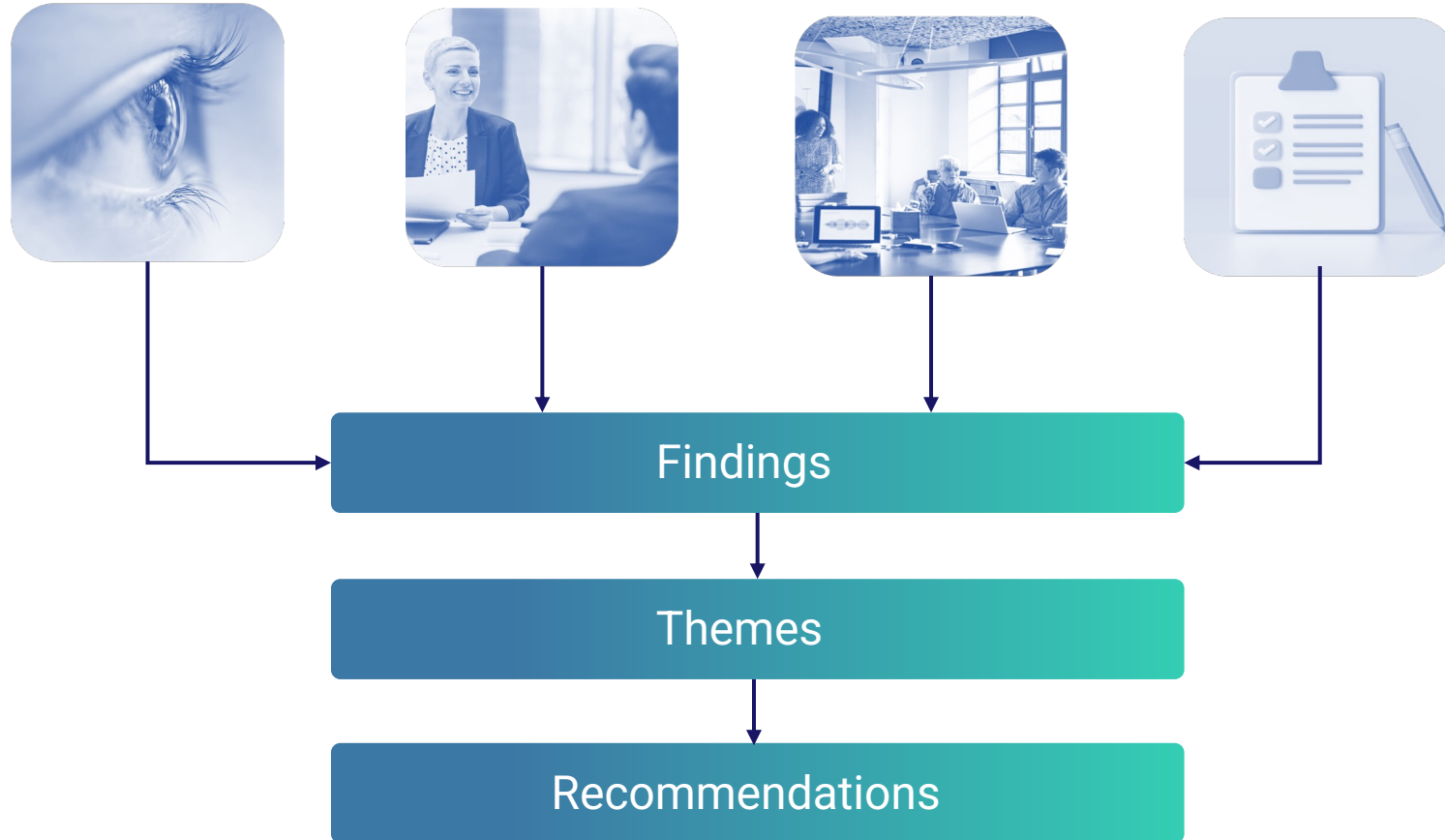


# Findings, analysis & recommendations

“It’s crucial to stay engaged with the stakeholders during the analysis and recommendation phase. When done right, you should have buy-in for all your recommendations **before** you make them.”

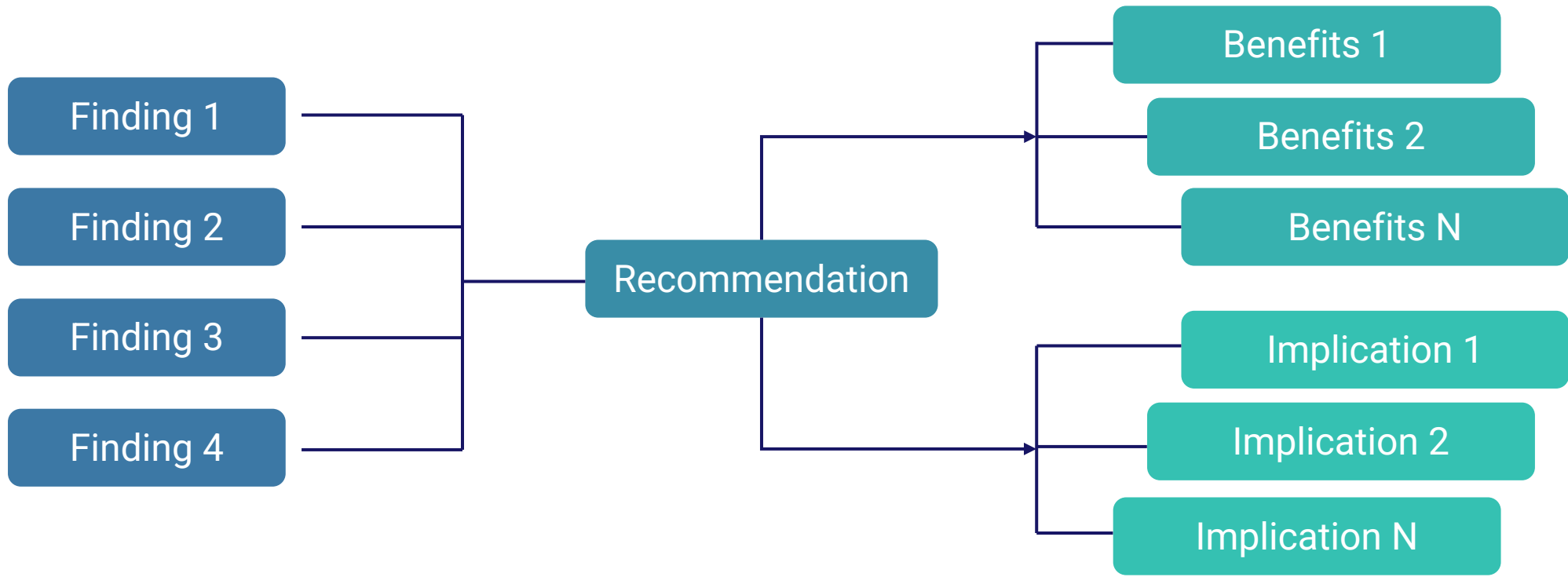


# Findings, analysis & recommendations



# “F.R.I.B”

(Findings, Recommendations, Implications and Benefits)



# Roadmap

Some things to keep in mind when developing a roadmap:

Focus on quick wins

Include the implications and benefits for each recommendation

Create a realistic roadmap - don't bite off more than the organization can chew

Organize your recommendations by theme

# Summary



It's not about the score –  
it's about improvement



Assessments are an opportunity to  
communicate value and drive change



Spend time with people, ask  
questions and make observations



Questionnaires / surveys are a great  
tool for expanding your reach



Tie your recommendations back to  
findings and observations



Create a realistic roadmap

# Self Assessment Demo





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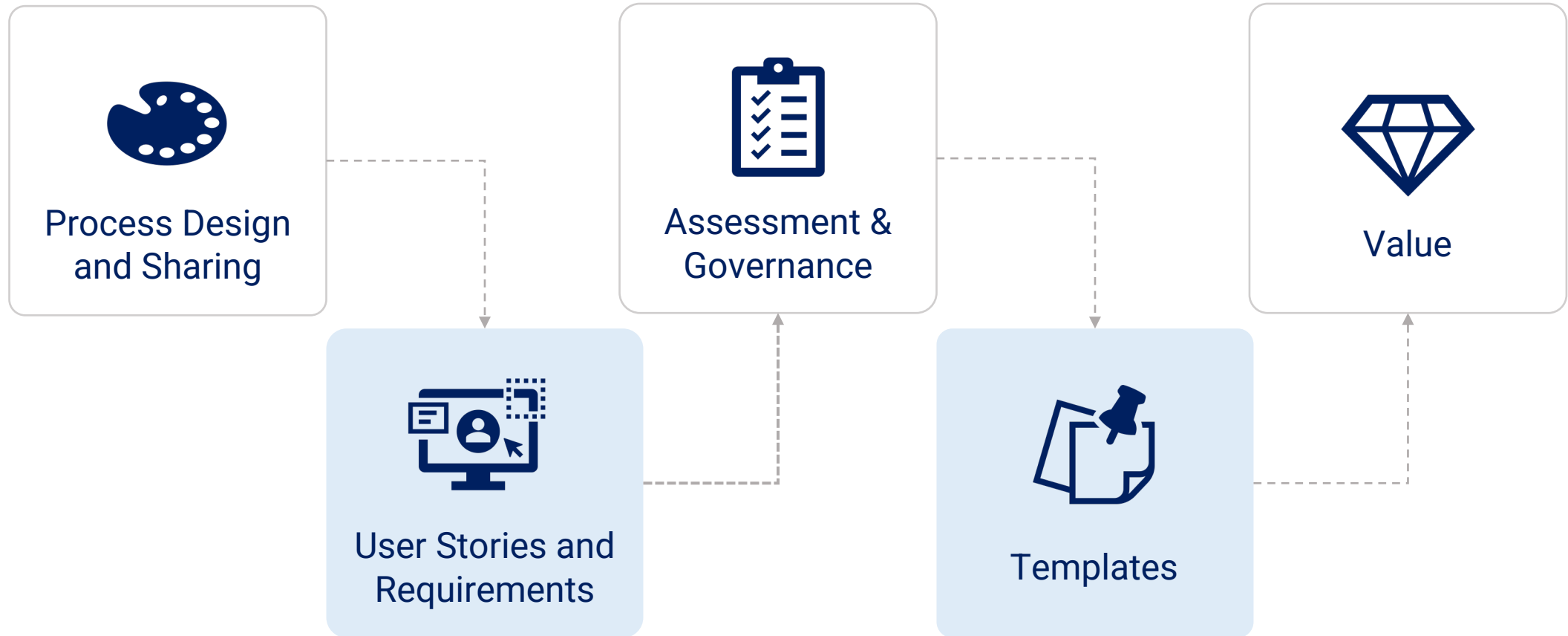
# Navvia Process Designer

Designed for the Business Process Management





# Features Specific to the BPM



Learn how Navvia can really  
make your BPM perform!

Schedule a demo today

<https://navvia.com/contact/>



# Upcoming Events

**28** **Managing a Global ITSM Program**

**Sep** Navvia Expert + Guest

Registration will  
open soon

**16** **Leading Digital Transformation**

**Nov** Navvia Expert

Registration will  
open soon

**Thank you!**

