

Because people play different roles within different processes, it is highly likely that some people may be configured to be Managers of certain process, Members and Beneficiaries within different processes, and could therefore be requested to complete a number of different (role based) surveys.

The participants of all surveys will receive an email with instructions on how to access the surveys.

4. Both the Assessment Facilitator and the Client Sponsor are able to track survey progress in order to follow up, send reminders and encourage survey completion in order to maximise the data integrity.

Assessment Outcomes

Following completion of the assessment, a report is produced that analyses the outcomes from all the surveys and provides:

- Score outcomes and detailed observations from the Perception survey
- Profiling observations (Risks and Opportunities)
- Workshop outcomes (Business drivers and process priorities)
- Conformance scores and graphs based on the survey results
- Specific observations for each assessed process based on the survey results
- Anecdotal data based on the question feedback comments from survey participants
- Comprehensive process improvement recommendations
- Outcomes of the Improvement Readiness survey (High Level Risk analysis)

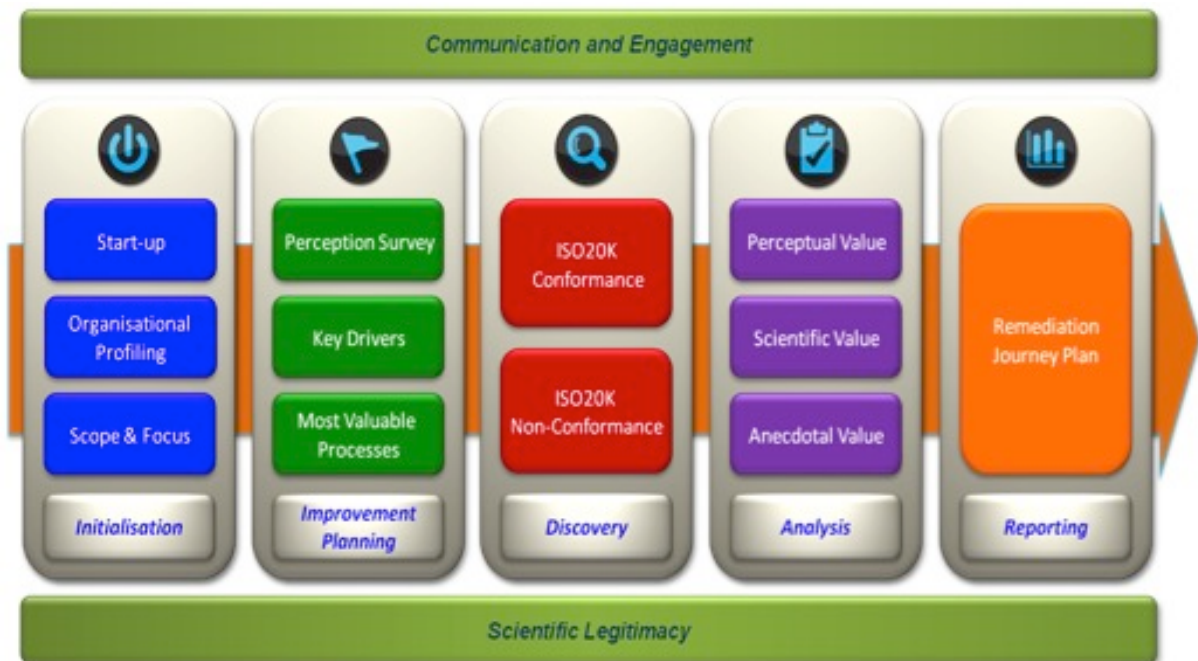
What are my next steps?

Contact Macanta Consulting to discuss your requirements.

Email info@macanta.com.au, or call 1300 226 111.

ITIL® is a registered trademark of AXELOS Ltd.

Assessment Methodology



Brief online Organisational Profile and Improvement Readiness surveys are required to be completed either by a Sponsor within the organisation themselves, or by someone such as the Assessment Facilitator on behalf of the organisation. (5-10 minute Surveys)

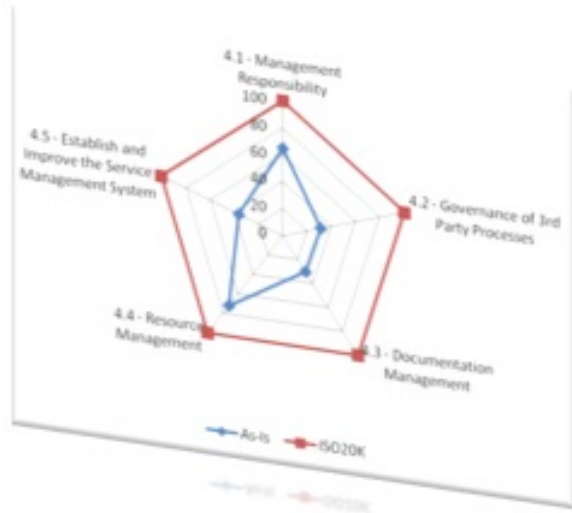
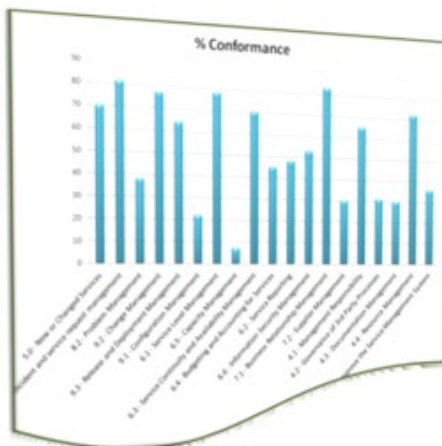
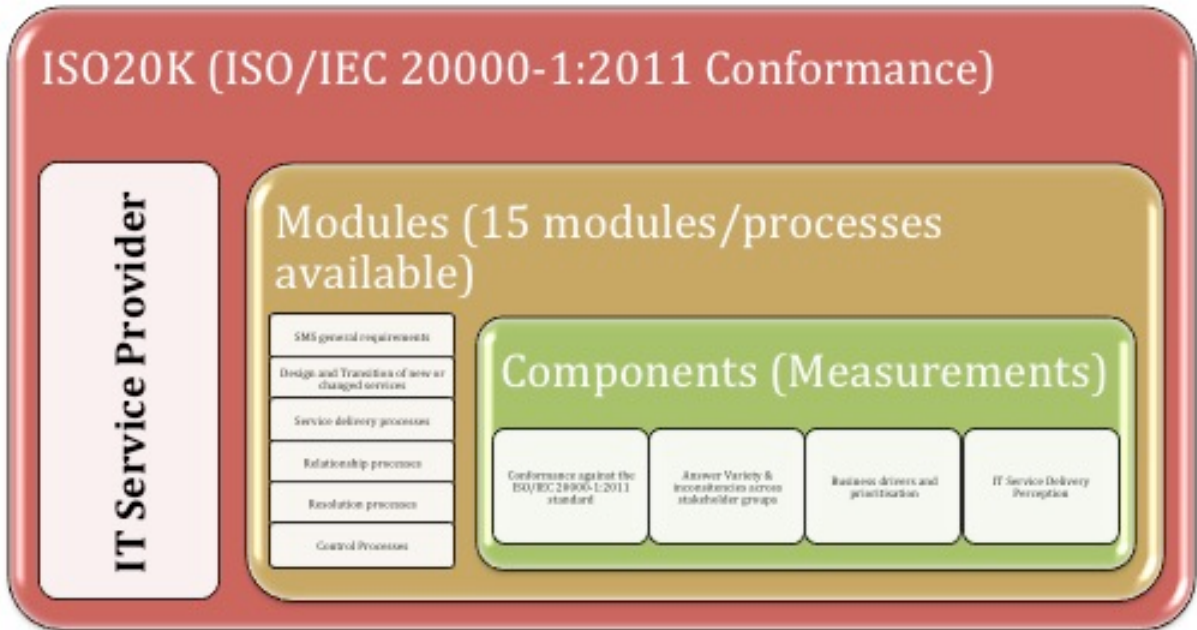
1. The online Perception survey (optional) is configured and conducted based on the 3 roles:
 - a. Service Beneficiary
 - b. Service Provider Employee
 - c. Service Provider Manager
2. The Improvement Planning workshop (optional) is scheduled and conducted, preferably following the completion of the Perception survey in order that the outcomes can contribute to the workshop. Outcomes are an understanding of the business drivers, improvement initiative priorities, senior management agreement and buy-in and information gathering.
3. The online assessment surveys are sent to 3 groups:
 - a. Process Beneficiaries
 - b. Process Members
 - c. Process Managers

Participants are asked to complete a set of online assessment related to their role within each process in which they are nominated. The number of surveys for each participant will depend on how many processes they are involved in.

Each survey will take on average 10 – 20 minutes. The participants will be asked to:

- Answer targeted questions relating to a process or processes and specific to the role they perform within the process

Measurements



Objectivity

In order to provide objectivity and ensure a fully representative 360° view, tailored online surveys are directed to different sets of interested parties, or stakeholders. This ensures that any conflicting or contradictory views are captured as they may indicate a communication issue, knowledge gap, or a relationship issue. The participants are identified with the customer during the initialisation stage, but the results are anonymous in the report. The groups will vary in size and members for different surveys. All participants will receive a single email with a link, which takes them to a list of the surveys they have been asked to complete.

Perception Survey

This survey allows Customers, Management and Staff to anonymously give their perception of the service quality and value.

Process Survey

The process surveys will typically involve a larger group in order to ensure a representative view across all selected processes. If they are involved in more than one process, some individuals may be asked to complete more than one survey.

Often an individual can be a manager of one process, a beneficiary of another and a worker within others.

- **Service or Process Beneficiaries:** Could include external or internal customers, business executives or other key stakeholders who are not necessarily involved on a daily basis, but still have an interest and expectation about the services and processes. They may receive value, and be dependent on them, and therefore have a unique view of the quality, efficiency and effectiveness of the processes.
- **Service Provider Employees:** Individuals involved somewhere within the lifecycle of the services and execution of processes, whether in strategy and design, during project and transition, at an operational level, or improvement or retirement.
- **Service Provider Managers:** Those operating in management or governance roles, including process owners and people managers. This group would typically have the responsibility for addressing any risk of disconnect or difference in perception between any groups.

Assessment options (levels)

- **Baseline** – includes all aspects of the assessment (Perception survey, Workshop, Process Assessment), and output of a detailed report of all score outcomes, observations, and improvement recommendations (Journey Plan).
- **Checkpoint** - Process Assessments only, with output of scores relative to a previous Baseline. (Designed as a follow up to a Baseline assessment)

Note: 15 modules are available - 14 process areas plus the Clause 4 SMS general requirements.

Assessments can be used to:

- Provide a baseline of current compliance against the ISO/IEC 20000 standard
- Support those looking to achieve ISO20k certification or alignment
- Act as an internal audit assessment for re-certification, in order to reflect changes since 2005 version
- Provide a baseline measurement to help drive any ITSM or continual improvement initiative, supplemented or used in conjunction with the ITSM (ITIL® 2011 edition) and/or eco-ITSM® assessments, also provided by Macanta.

The assessment portal is designed to manage complicated assessments efficiently and cost effectively, while minimising the impact to the organisation being assessed.

The specialised multi-dimensional role-based surveys and knowledge base of observations and recommendations are drawn from the significant expertise of our ISO20K Assessment cartridge development partner. The cartridge allows an organisation to assess and measure the service management system (SMS) capabilities and processes against the ISO20K standard. The results trigger observations and recommendations based on the survey outcomes including comparisons between the different aspects that have been measured.

Assessment approach

Organisational Profiling

All organisations have different attributes, which differentiate them in terms of their ITSM needs or outcomes. An Organisational Profile is created to identify data, which will assist in scoping and provide information for market comparisons.

Improvement Planning

An optional Perception Survey and unique 3 hour very structured workshop using the portal can be conducted at the start of the engagement to set the scope, determine business drivers, prioritise the improvement initiative and garner management buy-in.



ISO20K Assessment

Macanta provides an ISO20K assessment that measures the conformance of the IT Service Management capability against the requirements of the ISO/IEC 20000-1:2011 international standard.

There are a number of differentiators between this assessment and standard style maturity assessments:

- Approaches the assessment from a business outcomes perspective
- Includes a 360° perception survey of service delivery
- Includes a structured Improvement Planning Workshop for key senior stakeholders designed to focus on understanding the business drivers, gaining management buy-in and focusing on selecting the most relevant process for assessment and improvement
- All process surveys are role based on a 360° basis, and use statistical scoring mechanisms
- Major and Minor non-conformities are captured and reported, along with the level of answer variety (individual's answers varying from each other)
- Compliance scores, observations and improvement recommendations are aligned to the processes and clauses/requirements in ISO/IEC 20000-1:2011
- Surveys are web based, designed to significantly broaden the data collection footprint, minimise disruption to the client and minimise data collection time as well as costs
- Anecdotal evidence captured via survey question comments
- A detailed report including a Journey Plan is produced directly out of the portal, suitable for customisation by the partner company to suit the scope of the assignment and their corporate identity

The ISO20K assessment is suitable as a standalone assessment to quickly assess (or re-assess), an organisation's Service Management System (SMS) and produce a gap analysis against the standard, a prioritised improvement program, or to compliment a more in-depth consultancy assignment by:

- Simplifying the process assessment aspects, and allowing more time and money for constructive and value-add consultancy.
- Providing a rich source of data outcomes to assist the consultancy process and help prioritise where to focus any further in-depth investigations.

The current ISO20K assessment is aligned to:

- ISO/IEC 20000-1:2011 (Service management system requirements)
- ISO/IEC 20000-2:2012 (Guidance on the application of service management systems)
- ISO/IEC 20000-3:2009 (Guidance on scope definition and applicability)
- ISO/IEC 20000-4:2010 (Process reference model)
- ISO/IEC 20000-5:2010 (Exemplar implementation plan)