

IT Governance/IT Service Management Assessment Programs

Perception Management, Inc., provides a web-enabled investigative tool, the Perception Analysis Methodology (PAM), that enables determinations of the effectiveness of IT Service Management (ITSM) and IT Governance. PAM supports needs assessments, planning, implementations, and progress assessments of ITSM including I.T.I.L., CobiT, CMM, and Balanced Scorecard initiatives.

The Methodology

The **IT Governance Assessment Programs** consist of customized information collection, metrics development, and automated analysis support using the **Perception Analysis Methodology & Software Suite (PAM)**. Summary metrics are generated with extensive “drill-down” details for cause and effect analysis of responses to **customized Critical Success Factors (“CSFs”)** and their related **Issues**. The CSFs are those technical and management process elements of ITSM that are essential in achieving successful and effective service delivery and IT Governance.

Collection and Synthesis of Information

ALL stakeholders are electronically interviewed, typically requiring less than one half hour. Individual respondents remain anonymous, ensuring that accurate perceptions are collected. The perceptions of the effectiveness and importance of critical issues form the basis of a **Knowledge Bank** of metrics used for extensive analysis of the nature and seriousness of barriers to IT Governance successes.



- Perceptions Collection
- Internet Enabled Interviews
- Confidential & Noninvasive
- Identifies Real Barriers

The Knowledge Bank Explorer - Analyzing Results

The **PAM Software Suite**, constructs the **Metrics Information Bank** used by the **Knowledge Bank Explorer (KBE)** for interactive analysis using summary and detailed charts, graphs, indexes, and comparison tools.

- CSF & Issue Sufficiency
- Gap Analysis
- Problem Validations
- Solution Identification
- Priority Determination
- Return on Assets Analysis
- “What If” Analysis Support
- Link to TQM Programs

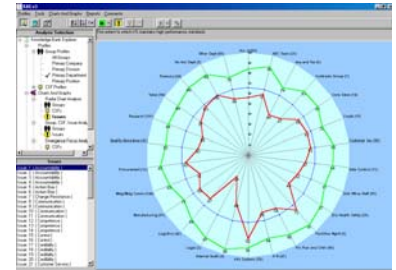


The **Knowledge Bank Explorer (KBE)** Software provides interactive access during a variety of analysis processes.

Visibility By Critical Success Factors

Interactive analysis with unfiltered, critical metrics from all levels of the business.

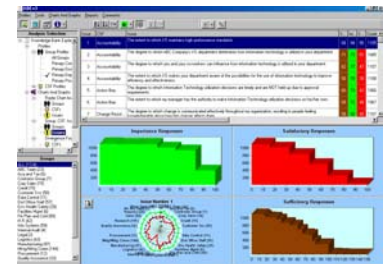
- **Importance**
- **Satisfaction**
- **Sufficiency**
- **By Groups**
- **By Issues**
- **By Technical Demographics**



Visibility By Critical Issues

Interactive analysis of individual critical issues as perceived by ALL stakeholders. Clear focus can be taken on issues that have the greatest urgency and priority supporting a detailed management action plan specific to critical IT service delivery and IT Governance needs.

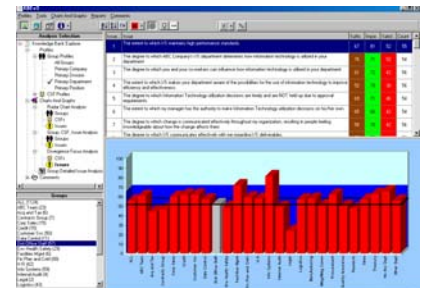
- Detailed Needs Analysis
- Specific Actions
- Effective Practices
- Implementation Planning



Management Action Planning

Actions addressing the specific issues surfaced by the visibility of the Knowledge Bank can be identified and validated with the **Knowledge Bank Explorer**. The interactive analysis process provides a benchmark from which to compare and improve progress over time.

- Benchmarking
- Gap Analysis
- Continuous Improvement
- Continuous Visibility
- Continuous Risk Assessments
- Monitoring Progress



Some of the critical ITSM areas measured and assessed are described on the next page. These key performance areas are typical of most IT Service Management excellence initiatives.

The Perception Analysis Methodology (PAM) enables the development and generation of metrics for identifying the needs and required direction of IT Service Management (ITSM) improvements. These metrics are also used to monitor the success of ITSM initiatives and to demonstrate what is being achieved.

The metrics can serve a number of purposes. They help identify and validate critical areas of focus for the ITSM implementation to ensure success. They also allow the team to communicate progress to Senior Management personnel in terms of summary graphs and charts that are support with extensive drill down "cause and effect" measures. These metrics can also serve as markers to publicize the successes of the program itself.

There are four electronic interviews demonstrating the information collection process at:

<http://www.survey-pmi.com>

1. **ITSM Needs** - Program for identification of customer needs and desires from their IT support and delivery services that drive the ITSM improvement initiatives. This program sets an initial benchmark and then, with repeated use, provides progress metrics.

Login ID: *needs* Password: *demo*

2. **ITSM Focus** – Program for identification of focus areas that may be driving the IT interest towards implementing ITSM solutions. This program helps set the initial direction, and with repeated use, provides insights into changes in focus as the ITSM project proceeds.

Login ID: *focus* Password: *demo*

3. **ITSM Benefits** – Program for identifying the benefit areas that stakeholders would like to see from ITSM solutions. This program helps validate the current benefits and identify future needs. With repeated use, it provides strong metrics on progress from the perspective of the stakeholders.

Login ID: *benefits* Password: *demo*

4. **ITSM Culture** – Program for identifying how people view the current IT service delivery culture as it really exists today by the stakeholders and what changes they see as essential for the future. This program enables the identification of barriers to the ITSM initiative, and with repeated use, provides input on cultural issues that should be addressed to realize maximum benefits from the ITSM initiatives.

Login ID: *culture* Password: *demo*

All measurement programs and assessments are customizable to the needs of each IT Service Management improvement situation.



Jim Stanton
4 Auburn Lane
Barrington Hills, IL 60010
708-209-0801

Service Desk

Measures the perceived effectiveness of the Service Desk function in providing a central point of contact between service providers and users/customers on a day-to-day basis. Assesses the perceived effectiveness of the Service Desk in handling incidents and requests as well as providing an interface for the other Service Management activities.

Service Level Management

Measures the perceived effectiveness of the Service Level Mgmt process in building productive relationships with IT customers and suppliers, providing IT services to meet stakeholder business needs, balancing customer demands with costs of service provisions, and ensuring effective use of technology.

Availability Management

Measures the perceived effectiveness of the Availability Mgmt process in predicting, planning for and managing the availability of services in accordance with SLAs.

Capacity Management

Measures the perceived effectiveness of the Capacity Mgmt process in ensuring that the performance aspects of the current and future business needs are being met cost effectively.

Financial Management

Measures the perceived effectiveness of the Financial Mgmt process in providing information and control over the costs of delivering IT services that support customer's business needs.

Incident Management

Measures the perceived effectiveness of the Incident Mgmt process in restoring normal service operations quickly with minimized impact on business operations and in ensuring best possible levels or service quality and availability are maintained.

Problem Management

Measures the perceived effectiveness of the Problem Mgmt process in minimizing the adverse effects of Incidents and Problems caused by errors within the IT infrastructure including preventing recurrence of Incidents related to the errors.

Configuration Management

Measures the perceived effectiveness of the Configuration Mgmt process in defining, maintaining, and tracking all of the individual Configuration Items (CIs) within the IT Infrastructure.

Change Management

Measures the perceived effectiveness of the Change Mgmt process in ensuring all changes to Configuration Items are carried out in a planned and authorized manner.

Release Management

Measures the perceived effectiveness of the Release Mgmt process in ensuring that all changes are implemented successfully into the production IT environment in the least disruptive manner.

Continuity Management

Measures the perceived effectiveness of the Service Continuity Mgmt process in ensuring that any given IT service is capable of providing value to the customer in the event that normal availability solutions fail.

Security Management

Measures the perceived effectiveness of the Security Mgmt process in ensuring data security by preventing unauthorized access to information and in attaining a balance between security and availability with justifiable controls.