

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

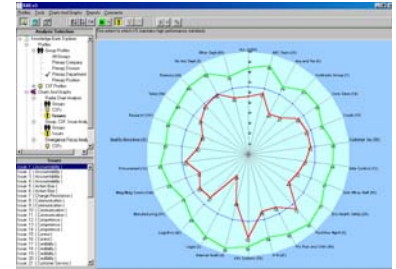


The **Knowledge Bank Explorer (KBE)** Software provides interactive access during a variety of analysis processes.

Visibility By Critical Success Factors

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

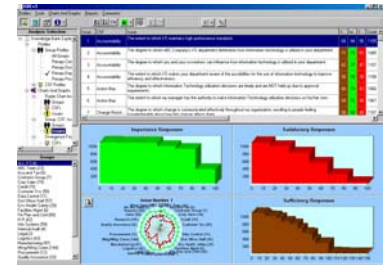
- **Importance**
- **Satisfaction**
- **Sufficiency**
- **By Groups**
- **By Issues**
- **By Technical Demographics**



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.

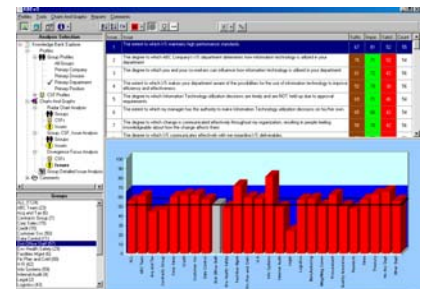
- **Detailed Needs Analysis**
- **Specific Actions**
- **Effective Practices**
- **Implementation Planning**



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.

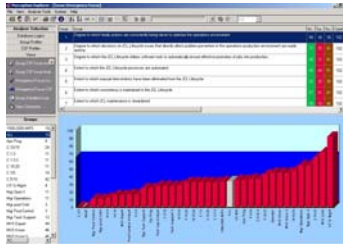
- **Benchmarking**
- **Gap Analysis**
- **Continuous Improvement**
- **Continuous Visibility**
- **Continuous Risk Assessments**
- **Monitoring Progress**



Extensive Trend Analysis

Repeated applications of metrics measurements are straight forward and provide the means for trend analysis.

- Repeated Applications
- Trends Validation
- Re-Setting Goals
- Managing Priorities
- Managing Results



Visibility By Scorecard

Demographic type groupings of metrics provide “roll up” indexes with drill down audit trails.

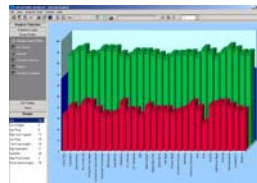
- Overall Sufficiency
- Relative Importance
- Goals Status
- Clear Risk Assessments
- Balanced Solutions
- Definitive Focus



Extensive Gap Analysis

Metric measures compared with goals are supported with “drill downs” identifying specific issues for ensuring maximum performance results.

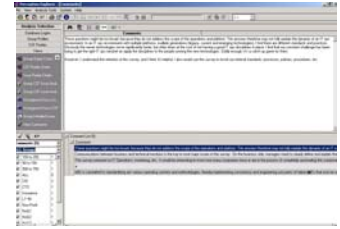
- “Cause and Effect” Visibility
- Detailed Goals Status
- Process and Information Interfaces
- SWOT Analysis Support



Stakeholder Confidential Comments Analysis

Confidential comments collected electronically are collected into demographic groups to provide anonymity. Keyword searches provide candid analysis and solution recommendations from those who are closest to the initiatives.

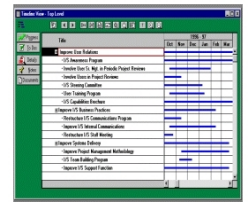
- Identify Real Barriers
- Communicate “one-on-one” with ALL stakeholders
- Validate Actions
- Manage Stakeholder “Buy-In”



Managing Action Plans

Action plans are developed based on real barriers and appropriate priorities. PAM provides continuous progress evaluations with plan modifications based on solid decision factors. Operational visibility and delegation with management control become the order of the day.

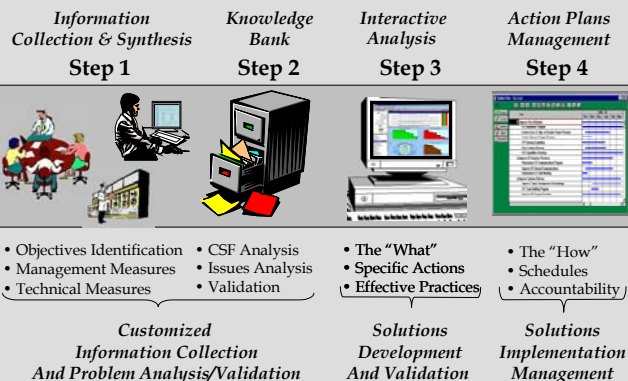
- Action Plan Development
- Plan Validation
- Results Assessment
- Plan Modification
- Continuous Monitoring



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Perception Analysis Methodology

The Process



Typical PAM Programs

- IT Governance Initiatives
- IT Service Management Improvement
- I.T.I.L, CobiT, Balanced Scorecard, CMM Initiatives
- Cultural Assessments & Change Management
- Business Operations Reviews
- Technology Utilization Assessments
- Risk Assessment
- Employee Satisfaction Assessments
- Information Technology Utilization
- Merger & Acquisition Readiness
- Enterprise Operability Maturity Model
- Sales Force Automation Reviews
- Turnaround Management
- Customer Satisfaction Assessments
- ERP (SAP/R3, PeopleSoft, BAAN, Oracle, etc.)