



Base ITIL Assessment for Leading Utility Company in US

Client Profile

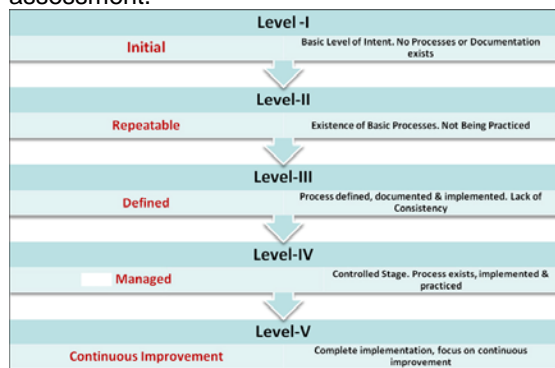
The client, a 100 plus year old company, is one of the top ten community-owned utilities in United States

Client Context

The client's IT department had embarked on a journey of adopting best practices for IT Service Management with a sole focus on becoming an effective service provider across the enterprise to satisfy the organization's business requirements.

Microland Approach

Microland leveraged its Process Maturity Framework and deployed a team of consultants, both off-site and on-site to assess the client's Incident & Problem Management processes. Microland adopted a two-step approach for the assessment.



Pre-assessment Phase – Off-site

- Customized question sets were sent out to the Client to be filled in. This survey helped in understanding and getting an insight of 'as is' Service Desk function, Incident & Problem Management processes and functions.
- After the evaluation of the responses, Microland team planned and communicated day-to-day activity plan for the assessment phase before start of the same.

Assessment Phase – On-site

- Information gathered from the pre-assessment phase was validated by interacting with various stakeholders.
- Face-to-face interaction with people actually handling Service Desk function, Incident & Problem Management Processes. The objective was to validate the "as-is" processes, of IT infrastructure management organization.
- Assessed the information collected against Microland's Process Maturity Framework with focus on the following
 - Management Commitment
 - Process Capability
 - Implementation Level
 - Interfaces Mapping
 - Management Information
 - Quality & improvement

Key Deliverables

- Assessment Report
- Gap analysis report along with recommendations for improvement
- Presentation of the assessment summary to key stakeholders

Benefits

- Fast tracked the alignment of the existing Incident Management & Problem Management processes to ITIL best practices.
- An overall roadmap presented in the report leveraged for improvement in the quality and efficiency of client's IT services to the core business.