

		
	IT Alignment Assessment Services	

Service Offering: Existing IT Leverage and Service Management Assessment Services

Objective: To assess the client’s current IT Environment for its alignment with business, identify the Architectural, Process, Competency and Tools Gaps and recommend an Enterprise IT Technology and Service Architecture. To assess the client’s current IT Service Management Processes. Extent of Tools Usage for IT Service Management.

Business Context:

Architecture Assessment

- ✓ To assess the alignment of IT towards business
- ✓ To identify the IT Leverage points
- ✓ To assess Current IT Environment’s Operational Efficiency and Effectiveness
- ✓ Objective ROI Assessment of IT

IT Service Management Assessment

- ✓ To assess the alignment of IT Services to business SLAs
- ✓ To identify the IT Service Level Expectations

Approach:

Understand Client’s:

- ✓ Business Climate, Competencies
- ✓ IT Landscape and Future Strategies
- ✓ Tools usage for IT Service Management
- ✓ IT Services Catalogue to its business users
- ✓ Current IT Service Management Organization

Identify Gaps and Consolidate:

- ✓ Current Enterprise IT Architecture
 - Infrastructure Architecture
 - Connectivity Architecture
 - Continuity Architecture
- ✓ IT Service Management
 - RAG (Red, Amber, Green) Status of Current IT Practices
 - Tools Adequacy for IT Service Management
 - IT Service Management Framework
 - IT Competencies Gaps

Duration: The Assessment Services activities may take anytime between four weeks and eight weeks, or more depending on the client’s IT Landscape and Business Priorities.

Locations: The Understand and the Gaps Identification Phase will be predominantly carried out in the client’s location and the Recommend phase will be carried out partially in a client location and partially in AlignBiz’s Center for Business Excellence, locations.

Our Team: Our team comprises of Experienced, Balanced, Dedicated and Most Competent Consultants who have over decades of experience in providing IT Services to clients across industries in addressing their Business Needs.

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