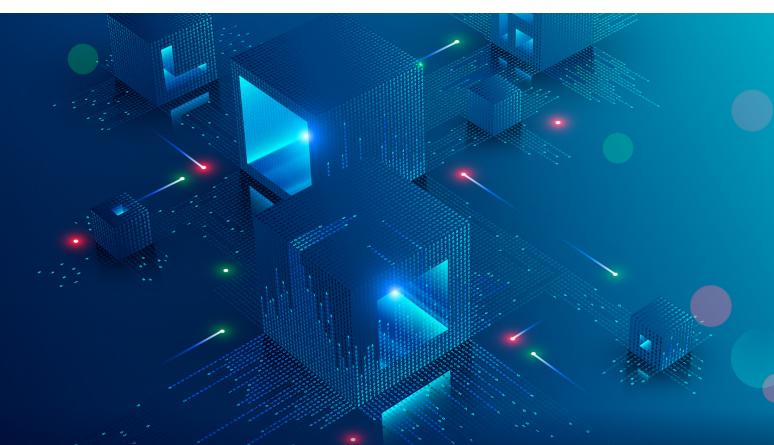# RAPID ITIL® 4 READINESS ASSESSMENT

Challenge Meets Solution

Are you looking to modernize your IT organization, improve your organization's reputation or drive operational efficiency to reduce costs, then ITIL 4 is probably worth adopting.

OwlPoint can quickly review the current state of your Service Management program and provide guidance as you look to implement or transition to ITIL 4. Moving to ITIL 4 doesn't need to be a daunting or overwhelming process. Leveraging what you already have in place, and focusing on improving the areas of greatest need, will increase the velocity and success of your adoption of ITIL 4.

Many IT departments have invested significant time, energy, and resources in implementing previous versions of ITIL. With the introduction of ITIL 4, there may be a concern that the transition effort will take too much time, too much effort, and too much of the already-tight budget. It just seems like an enormous undertaking. The biggest reason for this view is simply not knowing how close you are with what you have. So - how close to "ready" are you?

OwlPoint's RAPID ITIL 4 Readiness Assessment uses our proven ADVICE© consulting methodology to identify current gaps in your ITSM capability, processes, documentation, and accessibility. With that information in hand, we know where to focus your improvement efforts in moving to ITIL 4. As a result, your implementation or transition to ITIL 4 will have a much higher chance of success and will increase IT's value within your organization.

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Our ADVICE methodology includes four steps so that you get the information you need – *and fast.*

1 IDENTIFY REQUIREMENTS AND GOALS

Working with the project sponsor and key stakeholders, OwlPoint will identify the organization's IT Service Management priorities, current challenges, and desired state as it relates to implementing ITIL 4.

2 CONDUCT CURRENT STATE REVIEW

OwlPoint will review the current ITSM capabilities and preparedness of the IT organization in the context of the ITIL Service Value System: Governance, Guiding Principles, Practices and Continual Improvement. OwlPoint will interview various key stakeholders and other process operatives to identify the level of current process formality, the organization's culture, the use of standards, and the level of IT Governance.

3 PERFORM GAP ANALYSIS

The organization's culture, level of IT Governance, use of best practices and current ITSM capabilities will be compared to ITIL 4 best practices. The gaps identified as impacting the readiness to implement ITIL 4 will be documented and included as items for improvement within the findings and recommendations.

4 PRESENT FINDINGS AND RECOMMENDATIONS

OwlPoint will assemble and present an executive-level presentation, highlighting how the current organization already aligns to ITIL 4, providing key recommendations for implementing the best practices, and immediate next steps to quickly improve the organizations service management capabilities.

While other consulting firms may present a lengthy and expensive review of IT Service Management in determining readiness for ITIL 4, OwlPoint has the knowledge and experience to uncover the key indicators of readiness and source of challenges quickly and efficiently.

Do not let uncertainty of effort hold you back from moving to ITIL 4. Engage OwlPoint for a RAPID ITIL 4 Readiness Assessment to ensure that your IT is best positioned to consistently and reliably produce value in line with your Organization's business needs.