



IT Services Assessment

SCC Sequoia provides objective IT Services assessments. The scope of an assessment includes IT Service Management, ITIL Best Practices for all process domains and enabling technologies. Assessment documents current process, technology, organization and governance/metrics capabilities relative to prevailing industry practices. The end result is a comprehensive Implementation Roadmap for continuous improvement to meet customer specified requirements.

Do You Have These Concerns?

- How can we integrate user acquired SaaS solutions into the IT portfolio?
 - How can we stop having repetitive systems performance and availability issues?
 - Why are our user departments still dissatisfied with IT's services?
 - Why is such a high percentage of IT staff time spent on rework?
 - Is IT really working on the right things for our customers?
 - Is IT really investing in the right new technologies and applications?
 - Why does IT staff morale seem so low - and getting lower?
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Our Solution

SCC Sequoia will work with your staff to develop an Implementation Roadmap addressing (1) your organizations most critical pain points, (2) a integrated top-down and grass-roots support model, (3) campaigns for communications, training and awareness, (4) a balance between strategic foundational efforts and quick wins, and (5) a governance and metrics program to map your improvements going forward. Our “IT Services Assessment” service includes:

- Comprehensive research prior to project kickoff
 - An extensive awareness and training campaign for all stakeholders (customer executives, senior management, IT management and staff)
 - A “No Surprises” communication plan to foster acceptance by customer and IT organizations
 - Formal business focus and alignment program based upon maturity model
 - Identification of “Quick Win” opportunities for near-term benefits
 - Specific, detailed recommendations to improve your IT governance, operational performance and cost management practices
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What You Get: Benefits and Results

- A practical experienced-based assessment of your IT service capabilities using accepted industry standards
- Actionable recommendations to address critical pain points
- A roadmap for continuous improvement aligned to your customer base and business plan specific to your legacy, cloud/SaaS and operational ecosystem
- Improved and more cost effective service delivery and support performance
- Improved customer satisfaction