

Accelerate Your ITIL® Version 2 Success

DO YOU KNOW THE MATURITY LEVELS OF YOUR SERVICE SUPPORT AND SERVICE DELIVERY PROCESSES? ARE YOUR PROCESSES ALIGNED WITH IT INFRASTRUCTURE LIBRARY (ITIL®) VERSION 2 BEST PRACTICES? HOW CAN YOU MAKE YOUR PROCESSES COMPATIBLE WITH ITIL AND INCREASE YOUR MATURITY LEVELS IN ORDER TO IMPROVE SERVICE MANAGEMENT IN YOUR IT ORGANIZATION?

Service That Supports Your Business

To achieve the benefits of mature ITIL practices, you need a clear understanding of your current IT process maturity levels. The CA Service Management Process Maturity Analysis delivers a process improvement formula for success in achieving your goals. Specific gaps are correctly identified. Recommendations for improvement and next steps are made and automation opportunities to process activities are documented.

You gain a clear perspective into how to increase operational efficiency in both Service Support and Service Delivery from the three critical underpinnings of IT service management-people, process and technology. When ITIL alignment is planned for and approached appropriately, you can quickly achieve sustainable benefits.

Benefits That Deliver Value

The CA Service Management Process Maturity Analysis service provides the following benefits:

- **Information for sound decision making.** With information about the maturity levels of your current practices, you understand where you can improve your efficiencies and why.
- **Cost control recommendations.** The analysis reveals your potential to reduce IT support and delivery costs while increasing end-user service.
- **Guidance to improve service levels.** Because you know where and why you need improvements, the analysis guides you to the right track to optimize services.
- **Blueprint for increased IT and business alignment.** The analysis identifies the areas where you can close gaps between your current IT management practices and industry-proven best practices, better aligning IT with your strategic business objectives.

What You Get

During a CA Service Management Process Maturity Analysis, experienced ITIL Service Manager-certified consultants interview your key stakeholders, perform an analysis of all ten (10) service management practices against the ITIL Version 2 framework, gain insights into your organization's capability maturity, pinpoint critical process gaps and uncover opportunities for improvement. The CA Service Management Process Maturity Analysis produces a maturity scoring that benchmarks your current processes and helps you to understand your current service management environment in relation to process maturity.

Optionally, you can focus the CA Service Management Process Maturity Analysis service on a subset of the Service Support or Service Delivery processes.

The CA Service Support Maturity Analysis examines only the following five ITIL Version 2 process areas:

- Incident Management/Service Desk
- Problem Management
- Change Management
- Release Management
- Configuration Management

The CA Service Delivery Maturity Analysis examines only the following five ITIL Version 2 process areas:

- Availability Management
- Capacity Management
- Financial management
- IT Service Continuity Management
- Service Level Management

Why CA Services?

CA Services specializes in designing, implementing and optimizing solutions to help you achieve the efficient IT performance that drives superior business results. We use a five-step, time-to-value approach that delivers results quickly and incrementally.

- Best practice leadership
- Rapid time-to-value
- Multi-phased deployments
- Stabilization
- On-boarding education

Get Started

To find out how you can make CA Enterprise IT Management (EITM) solutions work in your business environment, please contact CA Services at ca.com/services.