

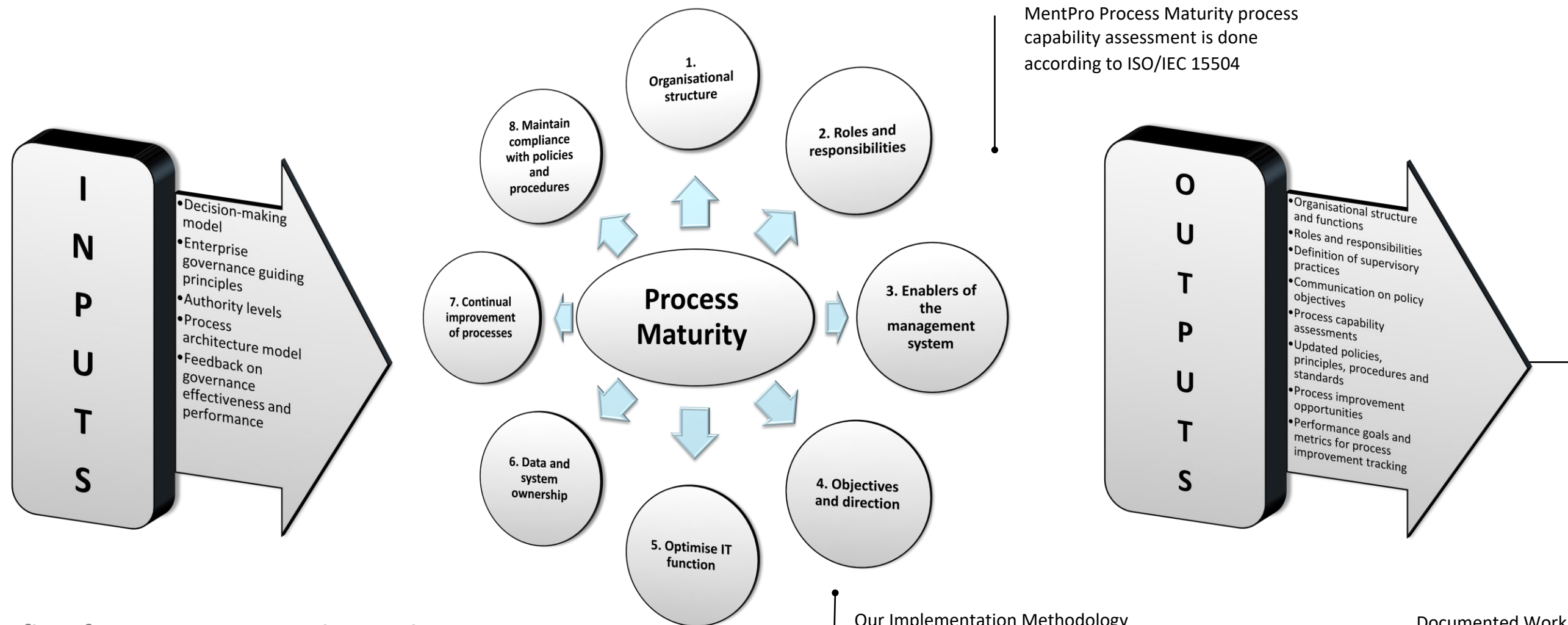
Process Maturity Service and Capability Assessment

Deliverables from our Process Maturity service

- Process Maturity gap analysis assessment report as per COBIT 5 process maturity model
- Documented principles, policies, processes and capabilities
- Fully documented and deployed process including roles and responsibilities
- Measurement against identified goals and metrics
- Consistent and cost effective process implementation

Purpose of a Process Maturity assessment

Provide a consistent management approach to enable the enterprise governance requirements to be met, covering management processes, organisational structures, roles and responsibilities, reliable and repeatable activities, and skills and competencies.



Benefits of our Process Maturity service

- Consistent output delivery from the process
- Formal review and documentation of the process interfaces improves efficiency and effectiveness for the given process
- By analysing the process it will ensure the current and future business outcome requirements can be consistently met

Our Implementation Methodology follows COBIT 5, ISO/IEC 20000 and ITIL v3 2011 best practices

MentPro will review identified business-critical processes on performance, conformance drivers and related risk. We will also assess the process capability and identify improvement targets. We analyse gaps in process capability and control, identifying options for improvement and redesign of the process. We also prioritise initiatives for process improvement based on potential benefits and costs. People, Process and Technology are taken into account.

Documented Work Products produced from Best Practices are stored in the Service Management System (SMS) as per ISO/IEC 20000

