

Overview

ITIL® 4 is an adaptable framework to manage services for the digital era. The ITIL maturity model assesses the service management Capabilities and the Maturity of the organisation's Service Value System objectively and comprehensively. i3D offers ITIL assessments for the 34 practices.

It optimizes digital technologies to co-create value, drive business strategy and embrace digital transformation. The method uses a combination of workshops, practice observations and document reviews. It involves collaborating with the wider IT organization to identify roles and responsibilities for the maturity assessment service.

Challenges We Address

If you have a complex environment, operational challenges, or simply want to improve your existing ITIL portfolio, the ITIL maturity assessment can help.

Our Approach

Approach	Understand the existing service	Consultancy to define requirements
		Capability Assessment defines the effectiveness of the IT management practice/s
		Maturity Assessment of how the components and activities enable value creation
		Comprehensive Assessment evaluates capability and maturity
Attainment	Gauge the evidence sufficiently	Initial - Unpredictable and reactive
		Managed - Managed on the tactical level
		Defined - Proactive rather than reactive
		Quantitative - Measured and controlled
		Optimising - Stable and flexible
Outcomes	Report & Plan	Assessment and baseline ITIL® capability and or maturity
		A report with a gap analysis, recommendation, and a plan to reach target maturity level
		Advice and support by an Axelos accredited ITIL® consultant
		Support to achieve strategic goals towards ITIL®

Key Benefits

- Operational excellence
- Organisational agility
- Organisational resilience
- Business alignment and integration

Our Team

At i3D, we take a consultation-led approach to IT Service Management (ITSM) assessment and recommendations. We work with you to evaluate the IT management practices to measure and report with recommendations.

Working with you in a consultancy style that is collaborative and people-centric to blend elements of ITSM best practices to deliver a solution that adds value to the customer ecosystem. We are passionate about excellent service delivery and embracing new ways of working

Ideal Use Cases

Resource Allocation - Assist organisational leadership with knowing where to focus resourcing, ensuring that the right skills are allocated to improvement efforts and that outcomes are optimised.

Process Improvements - Helps organisations identify gaps and inefficiencies on their ITSM processes resulting in enhanced service quality.

Strategic Planning - can identify areas that require attention in order to align IT services with business objectives. This alignment helps with prioritising ITSM improvement initiatives that directly contribute to an organisations mission and vision.

Change Management - build a better understanding of an organisations ability to manage and implement change in a controlled and efficient manner resulting in an increased pace of change and a reduction in failed changes.

Continuous Improvement - ITIL maturity assessments can be repeated periodically over time to track progress and measure the success of improvement initiatives, supporting a culture of organisational continuous improvement.

Service Offerings

We provide an optional structure of services, allowing an all-important tailored approach. Our customers can choose from these options:

Consultancy with an AXELOS accredited consultant to assist in defining the type of assessment and scope of practices to target

Capability Assessment defines the effectiveness of the IT management practice/s in meeting their purpose.

Maturity Assessment describes how the components and activities of the organisation work together to enable value creation.

Comprehensive Assessment evaluates both capability and maturity

You can choose from 1-34 management practices defined in the service offering. The following maturity levels are described below. Each maturity level is to be achieved to move to the next level.



Level 1
Initial



Level 2
Managed



Level 3
Defined



Level 4
Quantitative



Level 5
Optimising

i3D

Our i3D teams specialise in Digital Services, Architecture, and Service Management, delivering measurable value for clients across defence, private and public sector environments. With an extensive range of service capabilities and expertise provided by our best-in-class consultants. Where challenges exist with innovation, speed of delivery, resource, expertise or infrastructure, we help organisations leverage new digital strategies and technologies.

About i3Works

Founded in 2014, i3Works is an established management consultancy with an enviable reputation in defence, rail, and public sector environments. Traditionally delivering planning and project management, i3Works' capabilities have grown extensively to include digital, delivery and design services under the i3D arm of the business.

Contact Us

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