



# Want to unlock the full potential of your IT operation?

Want all departments to efficiently work in alignment with each other and your business goals?

This comprehensive assessment covers all aspects of IT service management, specifically designed to go wider than just the service desk. With the insights gained from this assessment, we will help you develop a plan to optimise your service management practices and deliver a better service to your customers.

## How it works

We work with you to understand your organisation's needs and goals, and tailor the assessment to meet your specific requirements.

The assessment is confidential, so you can be assured that your data will be protected.

**People:** We analyse your team's skills, competencies, and collaboration to ensure a high-performing, engaged workforce.

**Processes:** We evaluate your processes for efficiency, effectiveness, and alignment with industry best practice.

**Technology:** We examine and help optimise your service management tools and workflows to ensure they support business goals and strategic objectives.

## Benefits

- Streamlined operations
- Increased efficiency and cost savings
- Better alignment with business objectives
- Improved service delivery
- Enhanced customer and employee experience
- Improve your organisation's ability to deliver high-quality service to its customers



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# Which Assessment do I need?

## Service Desk Assessment

The Assessment that precedes a Service Desk Certification Audit

### How it works

**Over 21 months:**

Two day Assessment → **9 months later** – SDC Audit →  
→ **1 year later** – surveillance audit

### Who is it for?

Service Desk and wider IT departments

### Reasons organisations choose SDC?

- To benchmark their service against best practice standards.
- To earn 'Certified' status
- To differentiate & outshine competition
- To prove the value of their service to customers & the business
- To make cost savings
- To boost efficiency
- To receive a tailored roadmap for reaching full potential

**Want to know which is best for you?**

**Schedule a meeting with David Wright, Chief Value & Innovation Officer, SDI:**



## SMOA Assessment

### How it works

**Over 20 weeks:**

- Executive & Functional Lead Meetings (during weeks 1-6) →
  - Initial Assessment (during weeks 6-16) →
- Analysis & recommendations (during weeks 16-20)

### Who is it for?

Covers all Service Lifecycle areas that underpin a successful IT or Enterprise Service Management function

### Reasons organisations choose SMOA?

- To ensure rapid, sustainable improvements in service delivery
- To make data-driven decisions & implement changes that drive lasting improvements in organisation's performance
- To achieve operational excellence, enhanced customer satisfaction, & unparalleled employee engagement.
- To receive a bespoke, purpose-built Target Operating Model (TOM) with milestones & recommendations