

eco-ITSM® Assessment

The eco-ITSM assessment measures service management processes, activities and functions in relation to sustainability. Measurements are based on the Process Management Framework (PMF) across the whole Service Lifecycle. The focus of the assessment is to identify areas within each process, activity and function where there is a potential to embed sustainability practices.



Many businesses struggle to develop IT and business strategies that work hand in hand with Corporate Social Responsibility. Often that's because IT tends to focus on technology alone.

eco-ITSM® brings sustainability to your entire process and achieves constructive organisation-wide change. Melding your business needs with sustainable long term IT solutions, eco-ITSM® helps you respond positively to CSR and achieve:

- Improved workflow and efficiency
- Drivers towards business growth
- Sustainability compliance
- Quality long term investment strategies
- Increased productivity

This assessment can be run at any time by an organisation that wishes to incorporate sustainability improvement initiatives into their IT Service Management practices. In addition, it complements the ITSM process assessments based on ITIL V3 or ISO/IEC 20000.

eco-ITSM® will align with any other green IT initiatives that are planned so that not only is there a focus on activities such as data centre consolidation, virtualisation, recycling, data de-duplication and power management, but most importantly the embedding of sustainability into service management processes so that it becomes part of the day to day activity of the organisation.

eco-ITSM® can be used to:

- Embed sustainability in an organisation to reduce its carbon footprint and support Corporate Social Responsibility (CSR) obligations
- Align IT with organisational sustainability initiatives, and any other green initiatives that are planned
- Meet contractual obligations, government and regulatory sustainability requirements
- Assist an organisation to comply with emissions regulations and ISO 14001 Environmental Management Systems
- Provide a baseline PMF (Maturity) measurement from which improvements can be measured
- Produce the sustainability gap analysis
- Provide a comprehensive sustainability strategy tailored to an organisations specific sustainability improvement needs, including Quick Wins with which to kick-start the initiative

The assessment portal is designed to manage complicated assessments effectively, efficiently and cost effectively, while minimising the impact to the organisation being assessed.

The assessment consists of statements that enable an organisation to assess and measure the sustainability maturity, which is then linked to a genuinely unique knowledge database of observations and recommendations. The recommendations are produced based on the unique outcomes of a set of surveys including comparisons between the different aspects that have been measured. The specialised multi-dimensional surveys (in this case 180°) and knowledge base of observations and recommendations are drawn from the significant expertise of our service management consultants.

Assessment approach

Organisational Profiling

All organisations have different attributes, which differentiate them in terms of eco-ITSM®, such as whether the organisation has adopted Corporate Social Responsibility policies or sustainability practices. An Organisational Profile survey is provided that allows suitable weightings to be applied to both survey questions and metrics, and outcome recommendations where necessary.

Objectivity

In order to provide objectivity the assessment is conducted across three Focus Areas (FAs) to obtain an objective evaluation of embedded sustainability practices:

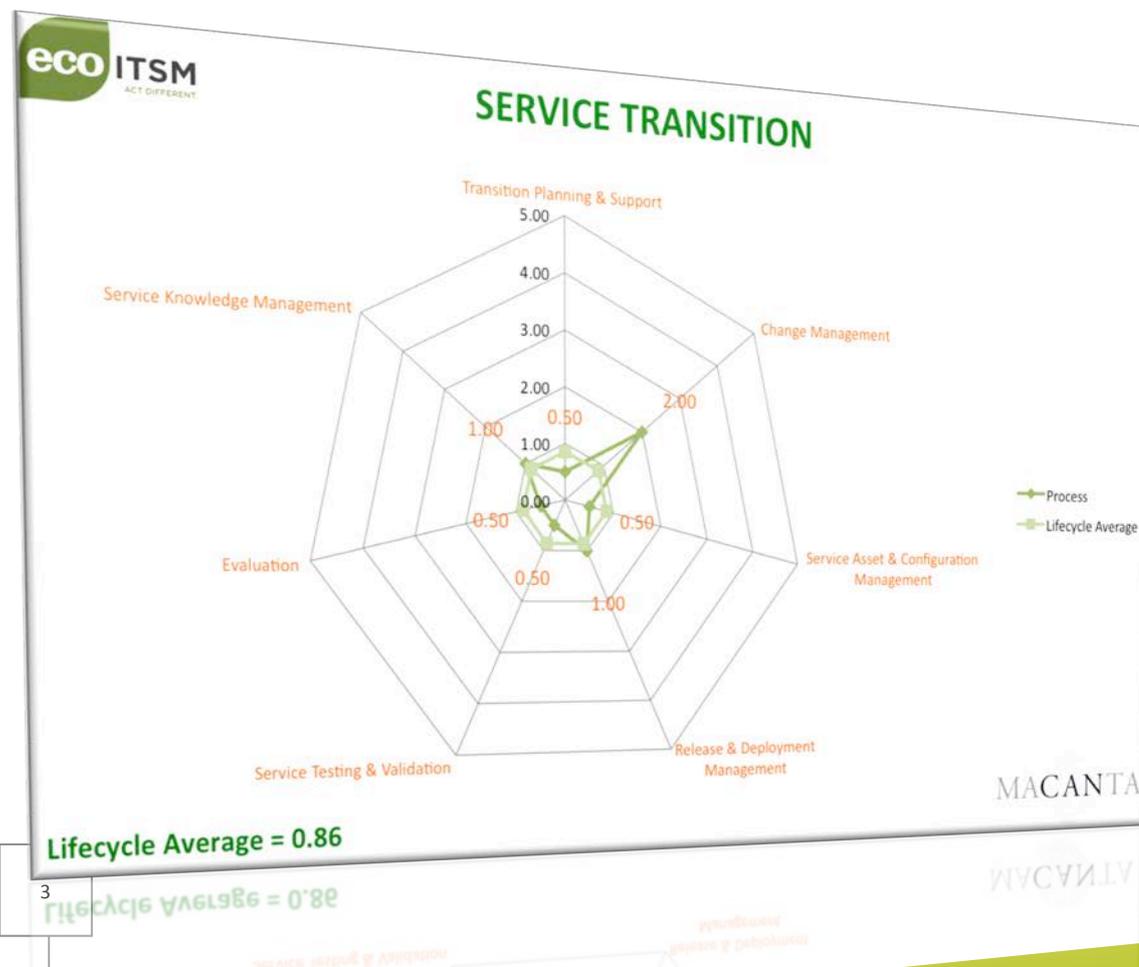
FA 1: By asking the Practitioners within the processes, activities and functions (i.e. those that carry out the day to day activities) about sustainability practices using a structured questionnaire. The questionnaire is provided online.

FA 2: By asking the Managers (or Owners) of the processes activities and functions questions about sustainability practices using a structured questionnaire. A similar questionnaire the one above, although questions are role based as well, so some of the questions are specific to the role.

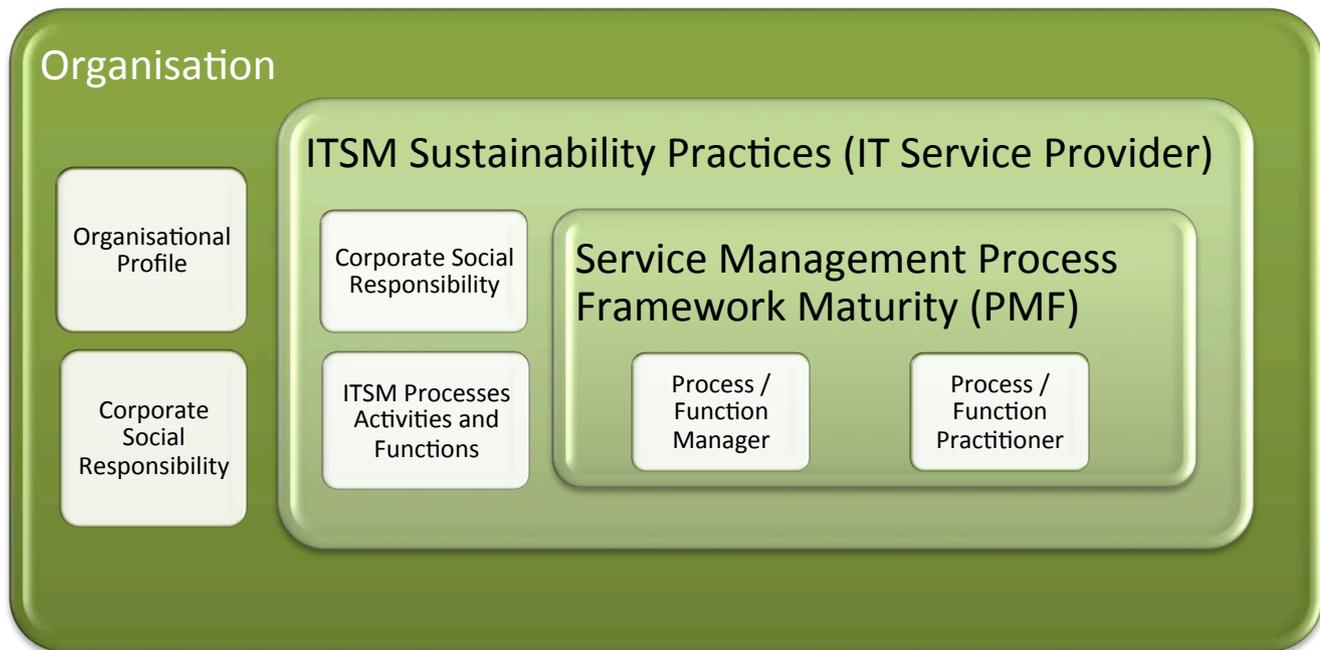
FA 3: All the questionnaires include generic elements related to aspects of sustainability.

Measurement

Survey results are presented using the Process Management Framework (PMF) both at a process level and service lifecycle level.



Assessment Methodology



1. A brief online Organisational Profile survey is required to be completed either by a Sponsor within the organisation themselves, or by someone such as the Assessment Facilitator on behalf of the organisation. (5-10 minute Survey)
2. The process and functional Practitioners are asked to complete an online assessment related to their role within each process, activity or function in which they are involved. The number of surveys for each participant will depend on how many processes, activities and functions they are involved in. The participants of the assessment will receive an email with instructions on how to access the surveys.

Each survey will take about 10 – 20 mins. The participants will be asked to:

- Answer a series of generic questions relating to sustainability aspects within each process, activity or function in which they are involved
- Answer targeted questions relating to the process or function and specific to the practitioner role

3. The process and functional managers are asked to complete an online assessment related to their role within each process or function in which they are involved. The number of surveys for each participant will depend on how many processes, activities and functions they are managing. The participants of the assessment will receive an email with instructions on how to access the surveys.

Each survey will take about 10 – 20 mins. The participants will be asked to:

- Answer a series of generic questions relating to sustainability aspects within each process or function in which they are involved
- Answer targeted questions relating to the process, activity or function and specific to the manager role

4. Because people play different roles within different processes, activities and functions, it is highly likely that some people may be configured to be Managers of certain process or functions and as practitioners within different processes, activities and functions, and could therefore be requested to complete a number of different (role based) surveys.

Assessment Outcomes

Following completion of the assessment a report is produced that analyses sustainability practices across the processes, activities and functions and provides:

- Maturity scores at the individual process, activity and function level as well as how they relate to the service lifecycle in which they reside
 - A sustainability gap analysis, and a baseline PMF (Maturity) measurement from which improvements can be measured
 - Cross dimensional observations based on the survey results
 - A comprehensive sustainability strategy plan to embed sustainability practices into ITSM process and functions, tailored to the organisations specific sustainability improvement needs. This will include both prioritised Quick Wins and longer term objectives.
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