



Service
Operations
Change
Mgmt (SOCM)
Assessment

2 APIs from
Service
Operations
Change Mgmt

1 API from
Service
Operations
Mgmt (SOM)

1 Assessment
3 Process APIs
(MicroProcesses)

CLIENT SITUATION

- Service Operations Change Management organization desired **reduction in change related incidents** through **accurate assignment of priority and urgency** of changes

CLIENT CHALLENGE

- Reduce the **number of improperly prioritized changes**
- Reduce **percentage of Change Related Incidents**

SERVICE MADE SIMPLE SOLUTION

- Assess Change Management performance maturity** in nine critical performance areas using **Service Made Simple proprietary SOCM Performance Assessment** tool
- Develop **roadmap for improvements** to existing Change Management processes (used by internal and outsourced staff) for **assigning priority and urgency** of change and for performing **proactive problem management**
- Customize **2 Service Made Simple APIs for Service Operations Change Management**
- Customize **1 Service Made Simple API for Problem Management**
- Provide **management coaching on modifications to metrics** to better monitor and manage changes

Process
Sprints



Key
Activities

Customize APIs for
Best Fit

Customize Training
for Process Adoption

Measure KPIs

SUCCESSFUL OUTCOME

- Service Operations Change **Management Maturity Assessment** and process improvement **roadmap complete within 4 weeks**
- 3 Service Made Simple APIs** (Emergency Change, Latent Change and Proactive Problem Management) and related Service Made Simple training modules customized and transitioned to client for deployment **within an additional 6 weeks**
- Post implementation assessment conducted to **confirm adoption of changes** and performance improvement