

PROCESS DISCOVERY



WHAT IS IT?

The Process Discovery Assessment provides an in-depth analysis of existing service management processes within an organisation. This assessment will help you identify what exists and put you on track to re-design the process for immediate improvement.

Kinetic IT has developed an approach to assessing service management processes based on experiences gained through practical application across customers and their organisations. This ensures findings are actionable and provide clear consideration to business objectives.

Kinetic IT's supplied Blueprints for each process help to quantify a very clear and objective target state for each process, with clear recommendations and actions to address identified gaps.

WHO IS IT FOR?

Typically, traditional maturity assessments result in an overall maturity score across multiple processes. These are usually aligned with best practice frameworks which provide a more generic response that does not take into consideration business objectives. These traditional assessments will indicate areas for improvement rather than providing tailored and targeted improvements or design recommendations for an individual process.

Kinetic IT's Process Discovery Assessment helps organisations implement or improve a specific process, or support introducing a new stakeholder, such as a process manager or service provider, into the process. It can be performed on either a single or a group of related processes, to assess how these processes interrelate within the delivery environment.



HOW DOES IT WORK?

As a service integration expert, Kinetic IT works with organisations through process discovery of your specified service management processes through a consultative engagement. This can include stakeholder interviews or discovery workshops.

Kinetic IT's industry-leading tailored blueprint approach brings together connected inputs, outputs and areas of influence and participation as part of the discovery process. This blueprint clearly maps recommendations for improvement and encompasses toolsets, internal support teams, external suppliers and business objectives.

WHAT DOES IT DELIVER?

Kinetic IT's assessment will provide a process discovery report which includes the mapping of the current process alongside our tailored advice and a blueprint to resolution.

Through our experience and expertise, we can provide recommendations for mitigating and addressing the identified gaps as well as leading prioritisation, review and agreement of actions with stakeholders.

WHAT NOW?

While the Process Discovery Assessment provides a detailed improvement plan for a process, there might be a requirement for a wider Process Assessment. This will provide you with a benchmark of your current service management environment and further recommendations around reviewing your organisation's delivery model alongside other assessments, such as Kinetic IT's SIAM Health Assessment.

[Contact us](#) for industry-leading IT service management support.



For more information on SIAM™ contact us via:



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