ITSM Maturity Model

Maturity/ Qualifier	① Random	② Repeatable	③ Defined	④ Managed	⑤ Optimised
Definition	Neither defined nor documented service management processesSome service management tasks are inconsistently carried out	Basic service management processes are in place such as Incident Management	Service level, Incident, Problem, Change and Business Continuity Management are in place. The established processes are consistently used by all service management groups	Configuration Management process in placeThe integrated processes established at level 3 have improved IT efficiency by up-to 10%	Capacity and Usage Management process in place. The integrated processes established at level 4 have improved IT efficiency by up-to 28%
Process integration	None	Incident and Change Management are linked together. For example, fixing an incident might lead to issuing a change requestPartial SLA in place and meaningless service level reporting	Service level, Incident, Problem, Change and Business Continuity Management are integrated	Service level, Incident, Problem, Change, Business Continuity and Configuration Management are integrated	Service level, Incident, Problem, Change, Business continuity, Capacity/Usage and Configuration Management are integrated
Skills/Organisation	Service management skills do exist.No game plan to streamline all service management tasks.Inconsistent quality of service across the IT organisation. It largely depends on the person doing the job	Some service management groups exist. For example, Service Desk tracks incidents resolution across all service management groups	Service Level, Incident, Problem, Change and Business Continuity Managers roles are defined and in place	Configuration Manager role is defined and in place	Create Business Relationship Manager role to manage the relationship between IT and business lines. As a result, IT has contributed to business performance improvement and reduced the cost of doing business
Tools Automation	Tools are in place but fragmented and not configured to support agreed service management processes	Service Desk tool in place and configured to support Incident and Change Management processes	Tools are configured to track service levels	Configuration Management Database (or equivalent) is in place	Highly automated tools with little manual intervention
Metrics	Neither processes metrics defined nor tracked	Service desk reports are regularity issued	All processes metrics relevant for SLAs are tracked and managed. However, trustworthiness of metrics is limited	Service management cost is tracked and managed. Metrics are trustworthy	Service management cost is optimised
Business Impact	Inability to operate under Service Level Agreement. Low business lines' satisfaction level	Service levels can only be met for certain services e.g. Desktop Management	Service Level Agreements are in place for all the IT organisation's services. Service levels are consistently met, because of improved skills and processes. IT is viewed as satisfying the business tactical needs.IT is not considered a strategic partner	Service Level Agreements are consistently met or exceeded. Service management Cost was reduced by up-to 10%	Service Level Agreement are consistently exceeded. Service management Cost was reduced by up-to 28%IT is viewed as a business strategic partner