**Contents**

[1. Introduction 3](#_Toc109140250)

[2. Purpose 3](#_Toc109140251)

[3. Levels of Maturity Model 3](#_Toc109140252)

[4. Evaluation Factors 5](#_Toc109140253)

[5. Capability Levels 5](#_Toc109140254)

[6. Strategic Focus 6](#_Toc109140255)

[7. Selecting an Assessment approach 7](#_Toc109140256)

[8. Service value chain 7](#_Toc109140257)

[8.1 Maturity assessment of Service Value Chain 8](#_Toc109140258)

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# Introduction

The ITIL maturity model is a structured approach for assessing an organization's maturity in the ITIL best practices. It provides a framework for businesses to identify and track their progress in adopting and implementing ITIL and improve maturity of ITIL process. It is addressed to consultants, assessors, leaders, managers, and practitioners involved in or considering the use of the model.

1. Purpose  
   The purpose of the ITIL maturity model template is to provide a framework for IT organizations to assess their current level of maturity and identify areas for improvement.

# Levels of CMMI Maturity Model

**STAGE 1**

**Initial**

**Repeatable**

**Defined**

**Managed**

**Optimized**

**STAGE 2**

**STAGE 3**

**STAGE 4**

**STAGE 5**

1. Initial

The processes and functions are unorganized at the first maturity level, signaling potential problems that must be found and fixed to increase ITSM competence. The distribution of resources is done on a case-by-case basis, and activities don't adhere to established best practices. The involved functions and processes are not essential to the main business.

Instead of any overarching support or framework, the competence of those who take the initiative may be what makes these actions successful.

1. Repeatable

For effectively providing services for ITIL processes and functions, you have adopted an intuitive project-based methodology. To achieve great customer satisfaction, you predetermine the project stakeholders and objectives.

Even when the activities are already planned out, how well they are carried out depends on the people involved. Informal training guarantees that people oversee adhering to a regular pattern to carry out the activities. During the implementation phase, the absence of coordination and support also contributes to human errors, inconsistencies, and inefficiencies.

1. Defined

You'll probably notice a qualitative method of controlling IT service processes at the Defined level:

* You have standardized and documented your processes.
* The process is designed, documented, and implemented.
* ITSM policies are shaped and upheld by corporate knowledge and external requirements.
* You take the necessary steps to guarantee that the process is carried out effectively.
* People are required to take a proactive attitude when doing ITSM duties, which results in regular training and suitable resources being made available.
* At this point, the organization’s capabilities perspective is characterized by improved quality and productivity as well as decreased risks.

1. Managed

If you manage the functions and processes according to a quantitative approach, you have a managed maturity level:

* IT departments identify relevant actions and establish precise goals to integrate IT with your business plan.
* The organization’s IT capabilities is continuously improved by monitoring the right KPIs.
* The use of automation tools is widespread.
* Sharing of knowledge and cross-functional collaboration are facilitated.
* Processes are stable at this point, and failure is unlikely. To meet additional requirements or avoid failures, additional financing is frequently made available.

1. Optimized-

The maturity model’s greatest level is attained when all process activities are governed by strict governance controls:

* Without completing any of the first four levels, a process cannot be at level 5. The process activities need to be performed in orderly levels in an ascending order.
* Throughout the service lifespan, tasks and upgrades are coordinated through automation tools and monitoring.
* Improvements are iterative and continual with the help of a feedback loop.
* All ITSM process operations are connected with the business objectives, and there are consistent governance controls throughout the firm.

# Evaluation Factors

A variety of maturity models are incorporated into ITSM frameworks. These promote the objective of ongoing improvement. Even while each maturity model operates differently, they all use the same design process. These models assess elements like:

|  |  |  |  |
| --- | --- | --- | --- |
| **Organizational goals** | **External requirements** | **Functional capacity** | **Factors that determine a company’s positioning** |
| Get into consulting business | Workforce needs to be increased | IT department is functioning with a workforce of 25 people | NA |
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# Capability Levels

In the ITIL maturity model, capability level is the highest level of maturity. This means that an organization has successfully implemented all of the ITIL processes and is now optimized for service delivery. Achieving capability level requires a strong commitment from senior management and a willingness to continually improve the ITIL processes.

* Level 1- The practice is carried out in an unorganized manner. By engaging in an incomplete set of actions, it may occasionally or partially succeed in achieving its goal.
* Level 2- The practice uses a fundamental set of activities backed by specialized resources to attain its goal in a systematic manner.
* Level 3- The practice is clearly defined, accomplishes its goals in a systematic manner, and makes use of resources allotted to it as well as inputs from other practices that are incorporated into a service management system.
* Level 4- The practice successfully completes its mission in a highly organized manner, and the performance of the practice is continuously monitored and evaluated in the context of the service management system.
* Level 5- The practice keeps enhancing the organizational capabilities related to its goal.

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| --- | --- | --- | --- |
| **Task** | **Criteria** | **Dimension** | **Capability Level** |
| Ensure service request fulfillment are utilized | Service request fulfillment procedures are agreed for key services | Value stream and processes | 2 |
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# Strategic Focus

The objectives are organized into strategic focal areas, which can also act as the basis for the assessment scoping. Strategic focus areas are closely tied to one another and frequently require for the same or similar skill sets. Even though an organization's goals may not be well-defined, it can typically justify its current priorities in terms of its strategic focus.

A set of connected competencies that are supported by one or more organizational objectives is referred to as a strategic focus area:

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategic focus area** | **Objective** | **Primary practices** | **Supporting practices** |
| Business alignment and integration | Realized benefits from IT investments | Strategy management, architecture management, business analysis, portfolio management | Project management, knowledge management, service financial management, IT asset management |
| Organizational agility | Ability to turn business requirements into operational solutions | Strategy management, business analysis, software development and management | Change enablement, project management, architecture management, |
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# Selecting an Assessment approach

The ITIL maturity model can be used to perform the following types of assessment:

* Comprehensive assessment- A comprehensive assessment in the ITIL maturity model is an important tool for organizations to use to identify areas of improvement in their ITIL processes. By conducting a comprehensive assessment, organizations can identify gaps and weaknesses in their current processes and develop a plan to improve these areas.
* High-level maturity assessment- Organizations looking to mature their approach to management often face confusion regarding where to start and what improvements will have the biggest impact. Conducting a high-level maturity assessment can help to identify opportunities for improvement and focus an organization's improvement efforts. The objective is to reduce subjectivity and any personal opinion and use evidence-based approach, select the right population and samples.
* Capability assessment- The Selected Practices Capability Assessment (SPCA) is a capability maturity model that can be used to assess an organization's ability to select, implement, and mature best practices. The SPCA can be used to assess an organization's progress in adopting and implementing best practices, and to inform decisions about which practices adopting and how to prioritize their implementation.
* Assessor- The assessor needs to be certified, highly experienced and have the right qualifications to perform the assessments.

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| --- | --- | --- | --- | --- |
| **Model** | **Assessor** | **Comprehensive assessment** | **High level maturity assessment** | **Selected practices capability assessment** |
| Approach | ITIL4 certified experience with 12 years in IT service management | Assessing capabilities of 5 or more practices | Capability of practices are not assessed | Assessing capability of one or more practices |
|  |  |  |  |  |

# Service value chain

The service value chain, an operating model that specifies the essential tasks needed to meet demand and enable value realization through the creation and administration of goods and services, is the core component of the SVS(service value system). Organizations develop service value streams to carry out specialized tasks or respond to specific situations. Each of these is a distinct set of exercises and techniques that have been combined for a particular situation.

The ITIL-specific value chain model is not the main focus of the maturity evaluation of the organization's service value chain component. Instead, it tries to judge how well the organization's service value streams are identified, managed, and enhanced.

Chart, diagram, funnel chart

Description automatically generated

## 8.1 Maturity assessment of Service Value Chain

* Level 1: The value creation activities are performed whenever necessary or . The management practices are not used systematically. There are deviations in the processing of similar tasks depending on the individuals involved.
* Level 2: There are some well-established value-creation pathways involving numerous practices. Despite being often performed, they are largely unrecorded.
* Level 3: Major value streams are identified, documented, and communicated to the involved parties, including third parties. People involved know and follow the documented workflows and procedures. Roles and responsibilities are agreed and fulfilled. Supporting practices are identified.
* Level 4: Value streams are recorded, followed, regularly measured, and assessed. Value streams incorporate supporting procedures. The management of the value streams and processes is coordinated with one another.
* Level 5: Value streams are reviewed and improved on a regular basis. This is a clearly defined activity with measured results that are mapped to organizational goals.