

What is your ITIL maturity model?

Have you mapped your Assets with critical Services?

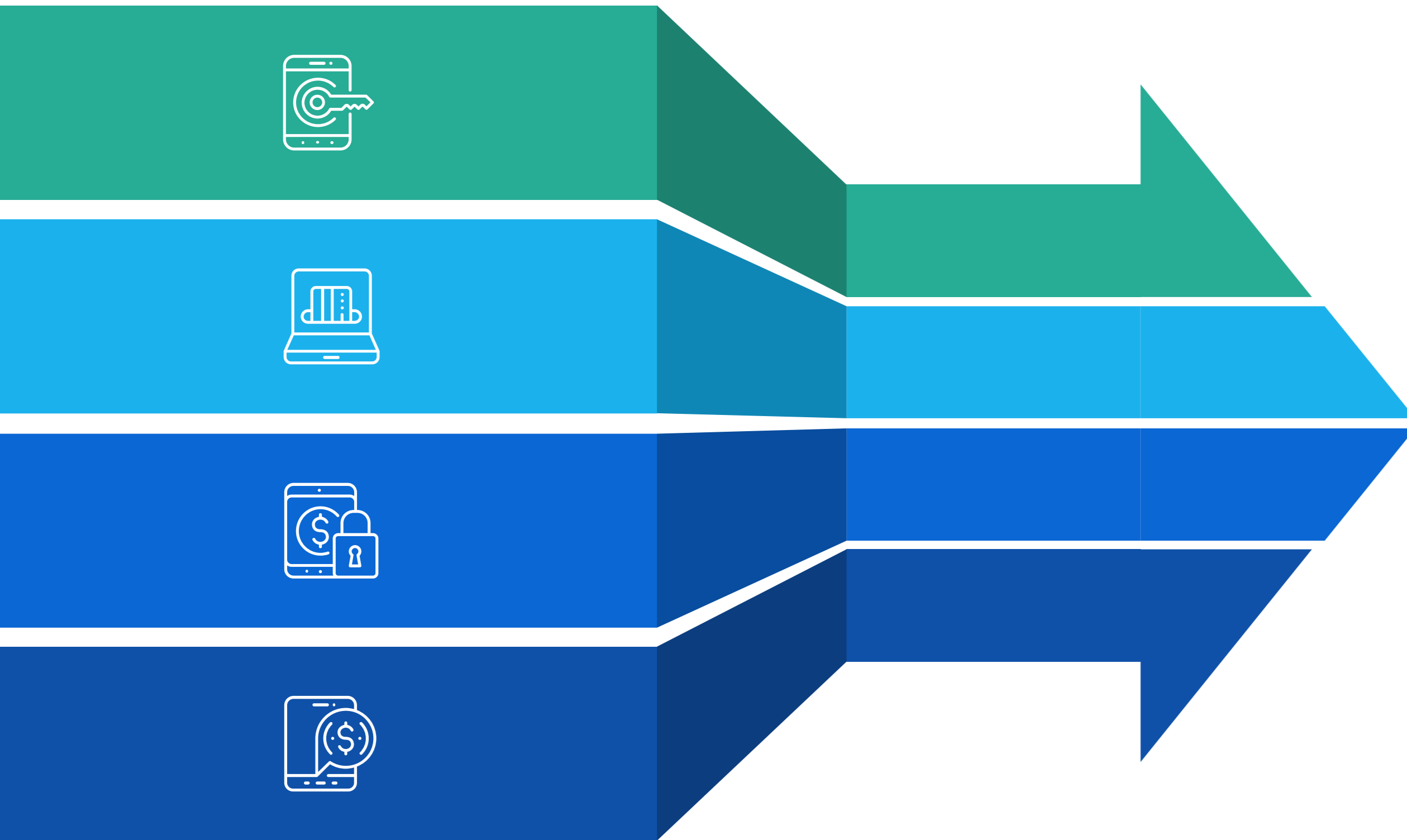
What is your Change Management process?



Sonline

# Service Management Maturity

2



## Basic ITIL Implementation

Incident, Service Desk, Change management are matured and governed

## IT Asset Discovery

IT asset list and metadata is being gathered, collated, processed to update CMDB daily

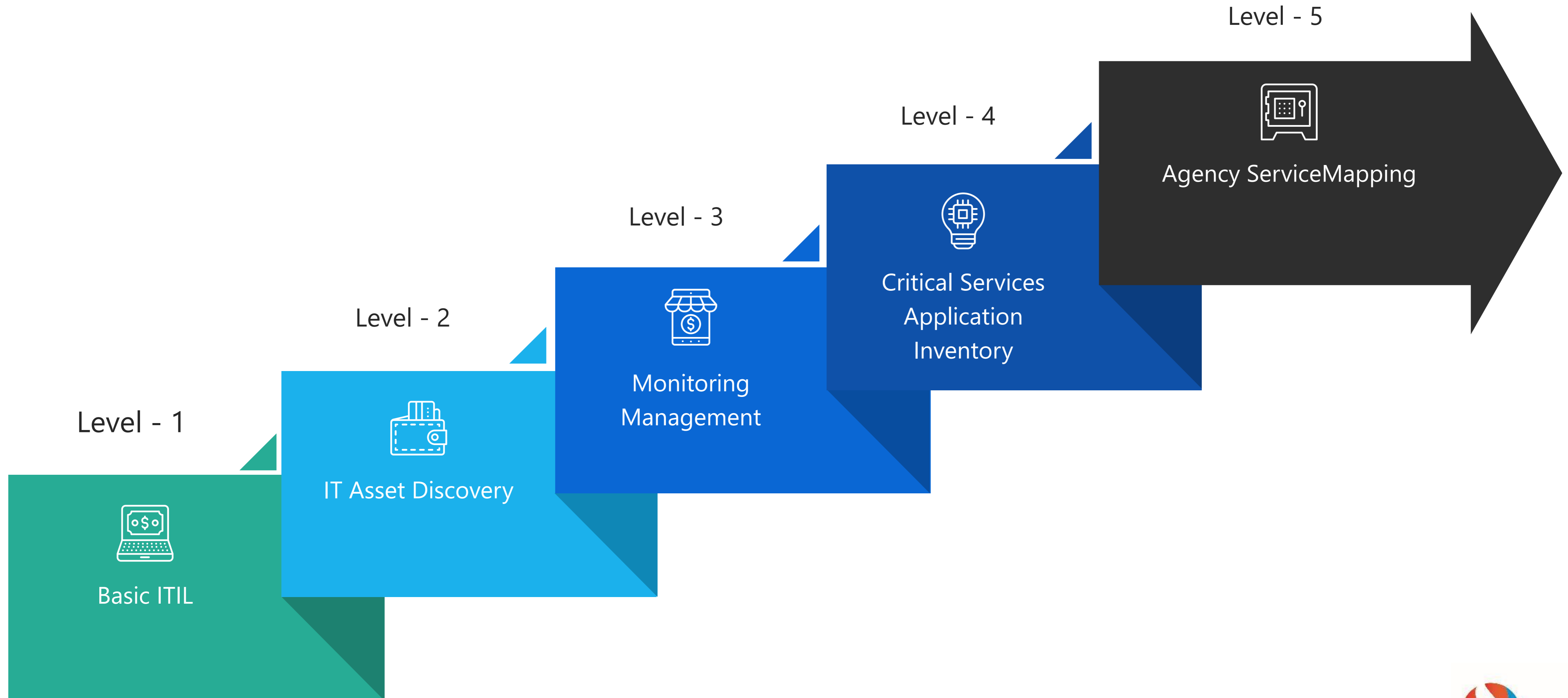
## Monitoring Management

All IT assets are being monitored and alerted with appropriate severity level.

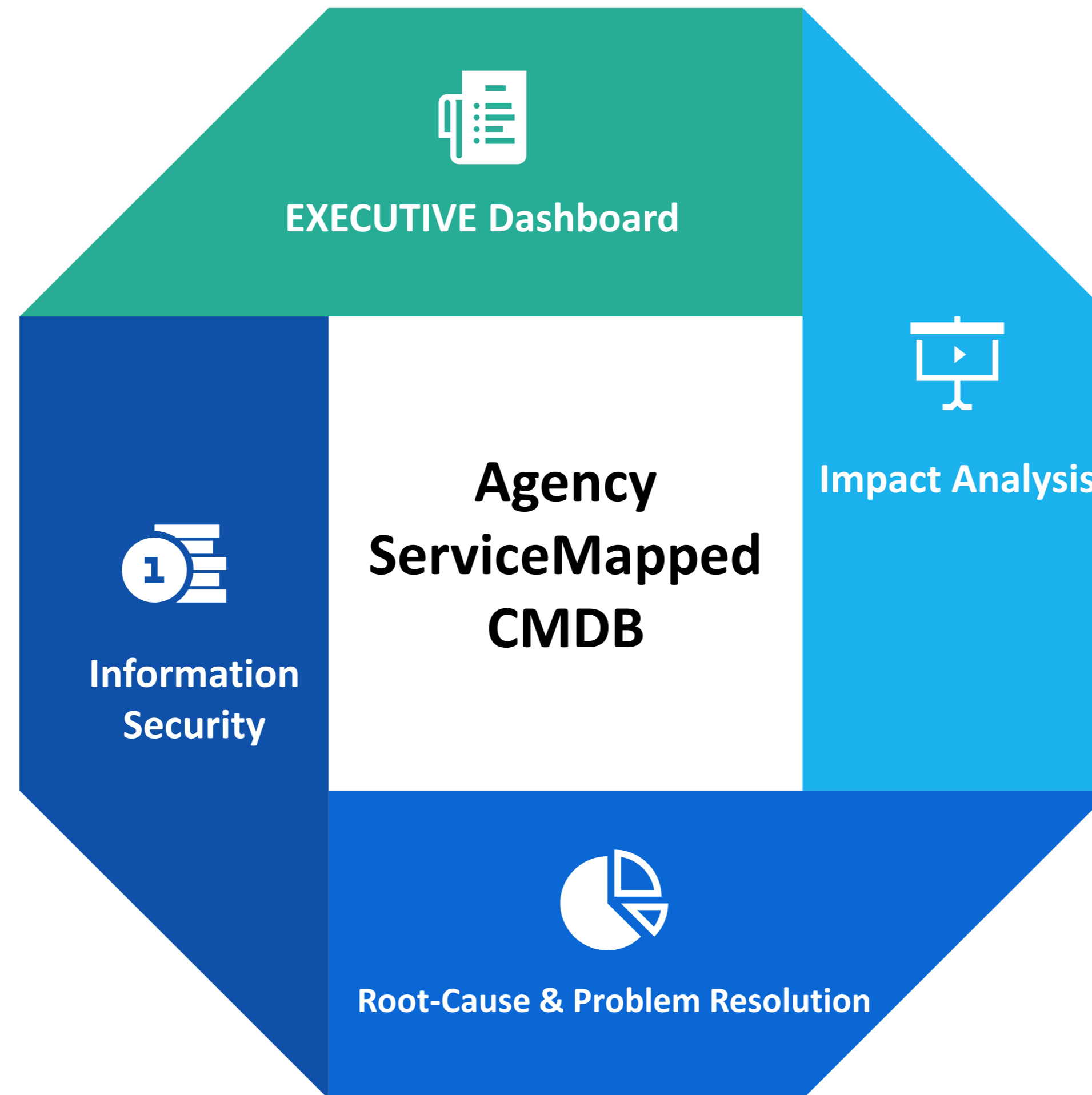
## Service Application Inventory

Critical services are identified, governed, and Tiered

# Agency ServiceMapping



Executive Dashboard gives the **IT Leadership** the live status view of all Business Application if they are **Green**, **Yellow** or **Red**.



CMDB relationship between Business Applications and IT assets provides **Security Team** with the ability to know the relationship of the downtime impact for patched components.

CMDB relationship between Business Applications and IT assets provides **Infrastructure Team** with the Impact of any down components.

The relationship of Business Applications and IT Assets in CMDB provides **Support Teams** the ability for quicker Root-Cause analysis and problem resolution time

# ServiceMapping Solution

START

1

Interview & Discovery with IT / Departments on ITIL maturity status.

2

Prepare ITIL maturity score-card.

3

Present finding, propose road-map to IT / Key Stakeholders.

4

Partner with internal teams to Priorities, path & execution plan.

8

Align, train & form execution team and co-create solution play-book.

7

Access technologies, tools & budgets required for the implementation.

6

Determine Governance, Security & Compliance adherence and communicate.

5

Align & Mature prerequisites – Monitoring, Basic ITIL & Application Inventory .

9

Select Pilot Applications and execute ServiceMapping.

10

Review, Redefine & standardize ServiceMapping model.

11

Create Play-book, Training, implement ServiceMapping for all critical Applications.

12

Continuous improvement, review, refine and grow new technology inclusion.

END

Review your ITIL  
Maturity and get the  
Scorecard

Align your Service  
Mapping to achieve  
agency objectives

Deliver value to your  
constituents and save  
budget dollars!



Raj Subramanian

Program Manager

[raj@sonline.us](mailto:raj@sonline.us) 978-273-7115

<https://www.sonlinellc.com/>