

High-level Quality Assessment

The High-level Quality Assessment (HLQA) is aimed at organizations who want to investigate their level of quality (ISO-20.000) and how it can be improved. Getting a realistic impression of your status of the six most important processes and their performance in a minimum amount of time, is the biggest advantage of this high-level approach. A simple cost analysis of your IT budgets and number of FTEs and your workload completes the engagement. This assessment is 100% compatible with the detailed analysis of all IT Service Management processes.

The HLQA is now available and can be acquired through partners of the ITSMF-Benchmarking initiative (see www.itsmf-benchmarking.com).

The assessment looks at the following parts:

- Status analysis of the most important processes: **Incident, Problem, Change, Release, Configuration en Service Level Management** (*only Maturity level 1 & 2 and ISO-20000 part 1 –the requirements-*)
- Performance analysis of the most important relevant **Performance Metrics**
- **TCO** analysis based on your budget, the number of FTEs and workload

Results are delivered using reports in PDF which show to what level you comply to the independent international norm and consequently what you still need to implement. This can easily be translated into a detailed action list.

By asking for several performance metrics of those processes, a graph will be produced showing the relationship between Maturity and Performance per process. Two other graphs are compiled as well: consolidated Maturity vs. Costs and consolidated Performance vs. Costs.

Action	Time invested by Client	Time spent by Consultant	Remark
Client details & planning	?	2 hours	(Pre-)Sales activity filling in Client- and Benchmarking data needed for the creation of the questionnaires
Preparations	2 hours	2 hours	Kick-off meeting to show how questions need to be answered including clarification of the scope of the engagement
Filling in questionnaires	8 hours	-	Note: this part can also be done in interviews. In this case the consultant will need approximately 8 hours extra
Validation	2 hours	2 hours	Audit by lead-consultant to test the validity and reality of the answers
Analysis and recommendations	-	4 hours	Creation of the reports and Final presentation
Final delivery	2 hours	2 hours	Final presentation and dialogue about next steps
Total	14 hours	12 hours	The total HLQA project can be done within 1 week

With this HLQA we aim to:

- Reach small and medium sized organisations (a large part of our member community)
- Getting a quick benefits and a simple impression of our method in achieving good, realistic results
- More attention in raising the quality level of IT Service Management

Note: Larger organisations can also start a HLQA but need to be aware that questions belonging to maturity levels 3, 4 and 5 and ISO-20000 part 2 are not part of this assessment. This will result in an incomplete picture of their actual maturity levels. Larger organisations typically score better in several higher maturity level areas of these important processes so by doing a HLQA they would not be able to identify their strong points.