



Kavanagh's IT Maturity Service

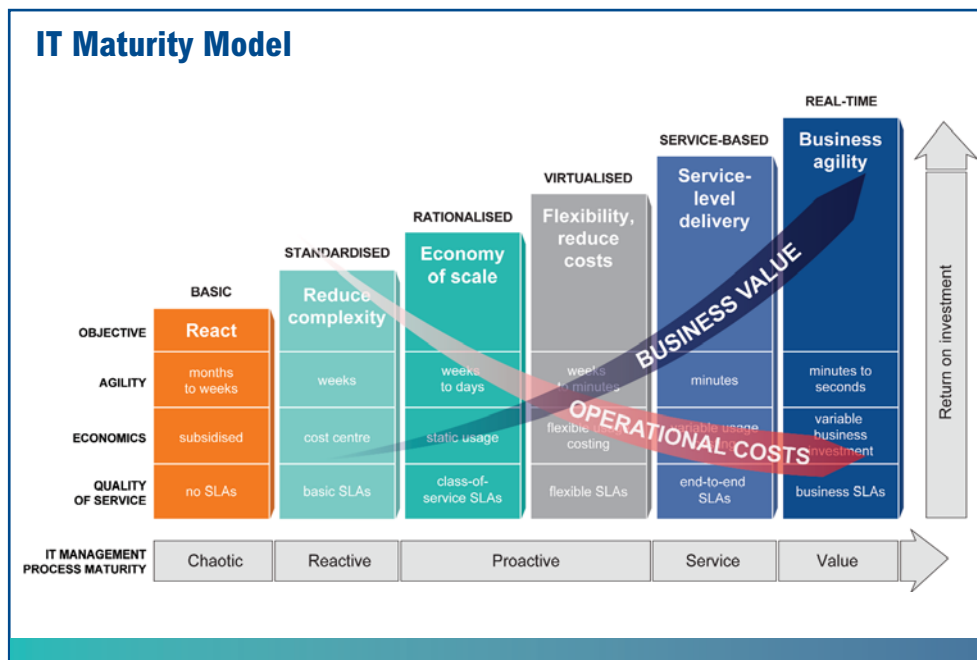
Higher levels of IT maturity in organisations have been shown to produce quicker and larger returns on IT investment.

Kavanagh's IT Maturity service delivers an independent review and maturity assessment of a client's IT people, processes and tools. From this assessment, Kavanagh develops a detailed improvement strategy to meet the client's specific business goals.

Kavanagh's methodology is based on Gartner's IT Maturity Model whereby IT organisations are categorised into one of six maturity levels. The model illustrates that as IT organisations become more mature their operational costs decrease, while their business agility and therefore value increases.

Kavanagh's approach to IT Maturity provides a formal method for measuring an operation's delivery capability independent of any process, model or framework (e.g. ITIL, CobiT, CMMI, Six Sigma) adopted by the organisation.

An initial maturity engagement provides a baseline for periodic re-assessment as the measurement and development of maturity should not be treated as a one-off exercise. It should be an ongoing process to allow an organisation to continually increase efficiency, reduce underlying transactional costs and accelerate the return on investment to the business.





THE KAVANAGH IT MATURITY METHODOLOGY

Kavanagh assesses the client's IT Maturity by conducting structured interviews with a number of key individuals within the organisation. These individuals include members of the IT management team, staff members and also customers of the IT organisation. Additionally, Kavanagh conducts a review of relevant customer documentation. This combination of interviews and documentation review allows Kavanagh to:

- ◆ Establish the current maturity level for a set of key performance indicators
- ◆ Understand the client's desired maturity level
- ◆ Conduct a detailed maturity gap analysis

The analysis culminates in the generation and presentation of a fully documented IT Maturity strategy containing the following:

- ◆ Summary of findings
- ◆ Current maturity rating
- ◆ Specific action plan to achieve the target maturity level
- ◆ Maturity impact statements
- ◆ Benefit statements

ABOUT KAVANAGH

Kavanagh delivers innovative IT solutions to its enterprise clients and is expert in enabling businesses to make the most of their IT assets. Whilst this is often achieved through techniques such as consolidation, virtualisation and automation, Kavanagh has long recognised that technology alone rarely delivers business benefit. This awareness of the critical role that people and processes play in ensuring the quality of IT services has led to the development of Kavanagh's IT Maturity service. This is based on a standard methodology and extensive experience of working with major corporate customers to facilitate their demanding service level requirements.

If you would like to find out more about Kavanagh's IT Maturity service, please email us at kavanagh@kavanagh.co.uk or call us on 01344 409800. Alternatively, please visit www.kavanagh.co.uk/maturingIT

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