



Title: IT Management Assessment (Deliver, Service and Support)

1. Objective

- To provide an assessment of the current status of Deliver, Service and Support processes in your IT organisation.

2. Scope of Work

- Establish a project charter including project stakeholders
- Develop a project plan
- Execute the scope of the agreed assessment
- Deliver an assessment report

3. Deliverables

- Project Charter
- Project Plan
- Project Progress Reports
- Final Assessment Report

4. Method

- Establish assessment team
- Gather data based on documentation and interviews
- Analyse data and prepare report
- Present final assessment report to client management

5. Roles

- Project sponsor
- Project manager
- Assessment consultant

6. Toolset

- Depending on the client, one of the following methodologies may be used:
 - COBIT 5 or equivalent

Document author: J Cato

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