

Miss, Madam, Sir,

For the third successive year, Devoteam Group is launching the "ITIL and Performance Management Survey". As a SI leader, we are interested in your views, expectations and positioning.

Answering the entire survey it will enable you to evaluate the ITIL performance levels in your company, in comparison with others.

We thank you in advance for your participation with this survey and for the time allocated to complete it.

## History and investments

When did you start your investment into ITIL best practices?

- < 1 year
- 1 to 3 years
- 3 to 5 years
- 5 to 7 years
- 7 to 10 years
- > 10 years

What is the estimate for your ITIL budgets?

- Stop
- Decrease
- Stability
- Increase
- Major increase
- Does not rule

## Customers and Services

Which part of your services has been formalised into a catalogue available to the customers and periodically updated?

- < 10%
- 25%
- 50%
- 75%
- > 90%

Which part your services managed by the IT department is governed by formal operational agreements or contracts?

- < 10%
- 25%
- 50%
- 75%
- > 90%

How often do you check the alignment between the quality of the delivered services and the requirements of your customers/users (satisfaction surveys, reporting)?

- Never
- Yearly
- Half-yearly
- Quarterly
- Monthly

## Organisation and process

**What are the processes linked to your Service Desk ? Specify if you have a unique Service Desk.**

- Incident/Problem Management
- Change Management
- Release Management
- Request Fulfillment Management
- Complaint Management
- Supplier Management
- Single Service Desk (SPOC)
- Several Service Desks

**Have you initiated any ITIL V3 projects during the last 12 months?**

- Not interested in ITIL v3
- Ongoing study
- Partially as a supplement to ITILv2
- Transition to ITIL v3 initialized
- Already mostly aligned to ITIL v3

**Are you planning to implement ISO 20000 certification?**

- Definitely no
- Probably not
- Probably yes
- Definitely yes

**With your current observations about your company, choose two barrier reasons against your investment in ITIL best practices.**

- Change resistance
- Not sure where to start
- Lack of middle management support
- Unproven business value
- Other

**With your current observations about your company, choose two main reasons for your investment in ITIL best practices.**

- Service quality improvement
- Business alignment
- Efficiency improvement
- Cost reduction
- Service Continuity improvement
- IT agility improvement

## Industrial integration

### What are your processes supported by your CMDB/CMS?

- Incident/Problem Management
- Change Management
- Release Management
- Event Management (Supervision of business impact)
- Service Level Management
- Capacity Management
- IT Service Continuity Management

### Which part of your CMDB/CMS (repositories) has been managed automatically?

- < 10%
- 25%
- 50%
- 75%
- > 90%

### What are the processes where the measures of the Quality of Service and the Service Level Agreement are automated?

- Incident Management
- Problem Management
- Availability Management
- Capacity Management
- IT Service Continuity Management

## How many tools do you have to run these processes ?

	Process not implemented	An integrated solution	2 or 3 tools multi-process	4 or 5 tools	6 or more tools
Incident & Problem Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Configuration & Change Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Request & Service Catalog Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## How do you measure the maturity level of ITIL best practices in your company?

- Not measured
- Casual internal audit
- Casual external audit
- Regular internal audit
- Regular external audit
- Benchmarking

## What features are available in your self-service desk portal?

- None/No portal
- Submit and get pieces of information about incidents and requests
- Service Catalog access
- Knowledge database access
- Self-provisioning

## Performance Management

**What are the methods that you employ to verify your control about your suppliers?**

- Control of supplier reporting
- Control of obligation of means
- Monthly meeting and reporting
- Contract and purchase review
- Daily review and alerts
- E-SCM certification
- Activated penalties if necessary

**If you work with outsourcers, to be more efficient, the Service Management tools have to be manage by ?**

- Only externally
- Mainly externally
- Dispatching internally - externally
- Mainly internally
- Only internally
- Does not rule

**Do changes on your Service Management processes contribute to the realisation of the IT Management objectives?**

- Definitely no
- Probably not
- Probably yes
- Definitely yes

**Do changes to the organisation and the skills management contribute to the realisation of the IT Management objectives?**

- Definitely no
- Probably not
- Probably yes
- Definitely yes

**Do changes to the toolset (in the context of the Service Management automation) contribute to the realisation of the IT Management objectives?**

- Definitely no
- Probably not
- Probably yes
- Definitely yes

**Can you measure the productivity gains obtained with the implementation of ITIL?**

- Definitely no
- Probably not
- Probably yes
- Definitely yes

**Is the innovation management integrated in Continual Service Improvement?**

- Definitely no
- Probably not
- Probably yes
- Definitely yes

## How do you measure your Information System performance?

- Benchmarking
- Regular audit
- Cost control
- Measure of Quality of Service
- Balance ScoreCard
- Managerial Dashboard

## How do you control the performance of your processes?

- KPI (Key Performance Indicator)
- CSF (Critical Success Factor)
- Six Sigma method
- Casual reporting
- Regular reporting
- Regular audit

## In your opinion, what is the most efficient tool to manage your services?

- HP
- CA
- IBM
- BMC
- Other independent software vendor
- Software as a service (SaaS)
- Mix of softwares
- Specific solution

## Your company

Where is your company located?

What is the ITIL general grade of your company?

The grade obtained between 0 and 10 give you an idea of your company ITIL level.

To have 0 means your company don't use the ITIL framework and conversely to have 10 means your company uses every best practises of the ITIL framework.

The grade remains a general indication, the final analysis will give you a more accurate indication of your maturity.

Remarks

Remember to validate your answers !