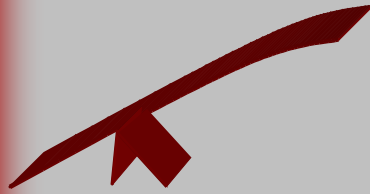


ITIL Process Maturity Self-Assessment & Action Plan



DEFINITIONS OF MATURITY LEVELS

LEVEL	MATURITY	DESCRIPTION
0	ABSENCE	<i>“There is absolutely no evidence of any activities supporting the process”</i>
1	INITIATION	<i>“There are ad-hoc activities present, but we are not aware of how they relate to each other within a single process”</i> <ul style="list-style-type: none">• No dedicated resources or real commitment
2	AWARENESS	<i>“We are aware of the process but some activities are still incomplete or inconsistent; there is no overall measuring or control”</i> <ul style="list-style-type: none">• Process driven by tool rather than defined separate from tool



DEFINITIONS OF MATURITY LEVELS

LEVEL	MATURITY	DESCRIPTION
3	CONTROL	<p><i>“The process is well defined, understood and implemented”</i></p> <ul style="list-style-type: none">• Tasks, responsibilities and authorizations are well defined and communicated• Targets for quality are set and results are measured
4	INTEGRATION	<p><i>“Inputs from this process come from other well controlled</i></p> <p><i>Processes; outputs from this process go to other well controlled processes”</i></p> <ul style="list-style-type: none">• Quality and performance metrics transferred between processes
5	OPTIMIZATION	<p><i>“This process drives quality improvements and new business opportunities beyond the process”</i></p> <ul style="list-style-type: none">• Evidence of innovation• Quality management & continuous improvement activities embedded