



Assessments of all Sizes...

The ITSM Assessment

CP offers a range of ITSM Assessment options that will fit your organization's size and budget. We have worked with IT organizations with less than 60 IT Professionals through to global IT organizations with IT departments numbering in the thousands. We know that not all organizations are alike, so we will adapt to your needs and provide an assessment that aligns with your budget. CP's Assessments range from the Bronze "do-it-yourself" eAssessment to the in-depth Gold Assessment.

The bottom Line...

With any of CP's ITSM Assessments we ensure that your ITSM implementation starts off on track. With an average of 20 years IT experience, our implementation specialists bring real world knowledge to the assessment.

<i>The ability to tailor an assessment to YOUR organizational needs & budget...</i>	BRONZE	SILVER	GOLD
Web-based Questionnaires	✓	✓	✓
Identify Process Maturity Gaps	✓	✓	✓
Onsite interviews with key people		✓	✓
Assessment Workshop		✓	✓
Prioritized Roadmap		✓	✓
In-depth Analysis Across Multiple Locations			✓
Executive Summary			✓
Detailed Findings and Observations			✓
Implementation Roadmap			✓
Resource Estimate Timeline			✓

Bronze eAssessment

eAssessment is CP's "do-it-yourself" approach for assessments. This web-based ITSM "Health Check" will identify Process Maturity Gaps. This assessment is a great way to obtain a cost-effective snapshot of your IT Processes. eAssessment can also be extended with tailored onsite assessment solutions.

Silver Assessment

The silver assessment is best for small to medium sized organizations, companies just starting their ITSM journey or larger companies experiencing time and cost pressures. This assessment is 5 days long and includes onsite interviews with key stakeholders, an assessment workshop and a detailed report with findings and observations. The assessment ends with a prioritized roadmap for the organization.

Gold Assessment

The gold assessment includes all the features of the silver, but lasts for 4+ weeks and goes into considerable depth. On top of the previously discussed features this assessment provides an executive summary and a more detailed implementation roadmap, as well as a resource estimate and timeline. This assessment is perfect for large organizations with in-depth requirements and multiple locations.

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