

BRM Maturity Assessment Template Bob Grinsell

| Category | Actions | Score | 1 | 2 | 3 | 4 | 5 |
|----------|--|-------|--|--|---|---|---|
| | | | Initial Few defined processes; procedures inconsistently applied; roles and objectives undefined | Recognized Processes begin to be defined, some documentation; roles and objectives begin to be clarified | Developing Majority of processes documented or in process of documentation; formal roles and objectives defined | Managed Repository of documented processes and procedures created and maintained; roles and objectives categorized to align with business goals | Optimized Processes include formal review and refresh; strategic objectives aligned to business goals |
| Strategy | Advocate for IT awareness of and focus on Business strategic plans | | | | | | |
| Strategy | Conduct regular Business Review meetings to discuss IT performance | | | | | | |
| Strategy | Evaluate IT project efforts against Business strategic plans | | | | | | |
| Strategy | Evaluate project requests against agreed technology strategies | | | | | | |
| Strategy | Identify new and improved service opportunities for customers | | | | | | |
| Strategy | Improve understanding and awareness of key business strategies | | | | | | |
| Strategy | Participate in IT / business planning processes to establish priorities | | | | | | |
| Strategy | Promote development of long-range technology strategies | | | | | | |
| Strategy | Provide strategic planning support and consulting to enable IT solutions aligned with corporate strategic goals | | | | | | |
| Strategy | Stay aware of industry trends in business and technology, to identify potential opportunities for improve service delivery | | | | | | |
| Strategy | Tie customer satisfaction to IT planning activities and goal setting | | | | | | |
| Strategy | Understand strategic goals of business partners and advocate for IT alignment of projects and planning with those goals | | | | | | |

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| Relationship | Act as primary point of contact for business partners | | | | | | |
| Relationship | Communicate project progress in a consistent and formalized manner | | | | | | |
| Relationship | Conduct regular customer satisfaction surveys / reviews | | | | | | |
| Relationship | Develop and manage ongoing relationship between IT and business areas | | | | | | |
| Relationship | Establish criteria to ensure accurate measurement of customer satisfaction | | | | | | |
| Relationship | Interact with customers regarding questions / problems / issues | | | | | | |
| Relationship | Provide direct line of communication between IT and Business | | | | | | |
| Relationship | Serve as initial point of contact for escalated IT service issues | | | | | | |

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| Service Level Management | Advocate for implementation of formal Vendor Management process and participate in discussions to establish roles and responsibilities | | | | | | |
| Service Level Management | Advocate for ITIL Service Management best practices by educating business partners on IT processes and assisting in compliance with existing policies | | | | | | |
| Service Level Management | Define tenets / principles of Service Level Agreements | | | | | | |
| Service Level Management | Develop, negotiate and maintain Service Level Agreement documentation | | | | | | |
| Service Level Management | Identify and document criteria for Operation Level Agreements | | | | | | |
| Service Level Management | Identify specific monitoring opportunities to better communicate IT application performance | | | | | | |
| Service Level Management | Provide regular reporting and analysis to IT and business areas on system performance and service disruptions | | | | | | |
| Service Level Management | Support Service Level Management processes by advocating for improved system monitoring to ensure accurate measurement and reporting of service level performance | | | | | | |
| Service Level Management | Support Service Level Management processes by documenting Service Level expectations and reporting IT performance against established metrics | | | | | | |

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| Intake | Analyze new business initiatives | | | | | | |
| Intake | Coordinate Governance meetings to ensure IT efforts align to Business priorities | | | | | | |
| Intake | Coordinate identification of candidates for inclusion in scheduled release cycles | | | | | | |
| Intake | Facilitate submission of new business initiatives, including needs, requirements and scope | | | | | | |
| Intake | Participate in discussions with business to identify, define, and clearly state initial business requirements for IT Technology and Support Services | | | | | | |
| Intake | Participate in prioritization of service requests and IT work efforts | | | | | | |
| Intake | Translate business needs into IT support service fulfillment | | | | | | |
| IT Processes | Support Change Management processes by educating business partners on Change schedules and process requirements, and ensure timely submission of RFCs | | | | | | |
| IT Processes | Support Continual Service Improvement processes by identifying opportunities for improved operational efficiency | | | | | | |
| IT Processes | Support Continual Service Improvement processes by identifying support process gaps and facilitating improvement efforts as needed | | | | | | |
| IT Processes | Support Incident Management processes by educating business partners on Service Desk processes and assist in determining resolution of submitted issues | | | | | | |

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| IT Processes | Support Incident Management processes by maintaining positive relationships with IT Technology teams | | | | | | |
| IT Processes | Support Incident Management processes by monitoring and reporting performance of Service Desk and IT technical support | | | | | | |
| IT Processes | Support Incident Management processes by monitoring status of escalated and/or highly visible service incidents | | | | | | |
| IT Processes | Support Problem Management processes by communicating recovery or resolution of escalated and/or highly visible service incidents | | | | | | |
| IT Processes | Support Problem Management processes by invoking appropriate escalation processes, assisting in coordination of resources and communicating status to impacted business areas | | | | | | |
| IT Processes | Support Release Management processes by communicating upcoming system updates and changes, and explain any required actions | | | | | | |
| IT Processes | Support Release Management processes by enabling the prioritization of business channel enhancements, defect fixes or other changes | | | | | | |
| IT Processes | Support Release Management processes by facilitating Business Impact meetings in preparation for Governance and ensuring timely submission of requests | | | | | | |

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| IT Processes | Support Release Management processes by participating in Post Implementation Reviews, to identify resulting performance improvements and any documented incidents | | | | | | |
| IT Processes | Support Service Request Management processes by educating business partners on required information and timeframes for review and approval of requests | | | | | | |
| IT Processes | Support Service Request Management processes by encouraging creation of requests to enhance existing applications and support processes | | | | | | |