

Maturity Model Online Assessment



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Business Technology Landscape



64% of companies cited a need to upgrade outdated IT infrastructure as a driver for IT budget increases.



61% of companies either currently use or plan on using IT automation tech within the next two years.



80% of IT budgets will either increase or stay the same between 2020 and 2021.



48% of companies either currently use or plan on using Internet of Things within the next two years.

The What

What is the Maturity Model Assessment?

- The Maturity Model Assessment is a method to assess your organization's operational maturity and create a plan to develop and implement more mature business processes using technology.
- This assessment will tell you the current state of your processes, give you a roadmap to maturity, and provide you with the knowledge of tools and applications to get there.

The Why

Why do businesses need a Maturity Model Assessment?

- Every business reaches plateaus where they can no longer maintain or achieve better results with their current approach and processes.
- Before you can successfully implement and adopt new business processes, you must first have a working understanding of where you are at.

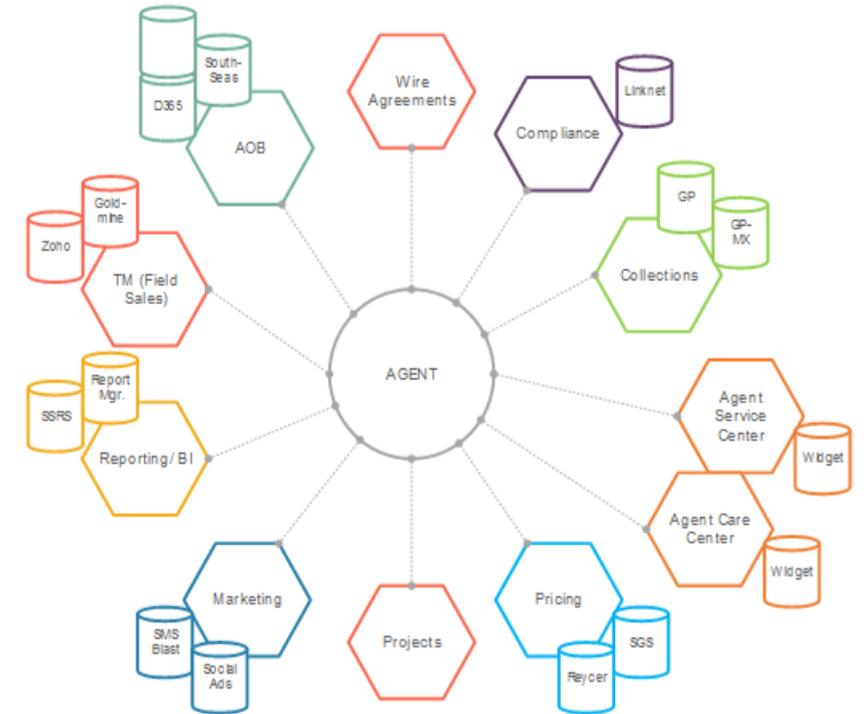


The How

How is the assessment executed and what is the process?

- The assessment will focus on common and specific areas of business processes and evaluate the functionality of departmental workstreams.
- The maturity of each process will then be categorized into one of five levels and a plan will be developed to help your processes reach the next level of maturity.
- We begin by understanding and creating a map of your organization's ecosystem and identifying specific areas of focus.

Example Organizational Ecosystem



Workstream Focus Area Examples

Sales



- Quoting
- Invoicing
- Goal Management
- Product Catalog
- Lead/Opportunity Qualification

Marketing



- Campaign Tracking
- Analytics and Insights
- Marketing Lists
- Social Profiles
- Lead Generation

Field Service



- Work Order Management
- Contracts & Agreements
- Scheduling & Dispatch
- Configuration
- System & Security

Customer Service



- Case/Ticketing Management
- Queue Development
- Automation
- IoT Alerts
- Account & Contact Management

Review of Common Organizational Functions



Analytics and Reporting: Metrics, data information, and KPI's that are produced for the entire organization and used as actionable data for business decisions.



Documentation and Knowledge Management: Content, materials, collateral or any information that can be used to provide services or assist in both internal and external processes. Storage and accessibility of this information.



System Usage and Adoption: How well an organization can use multiple technologies and how widely they are used to facilitate processes and functions.



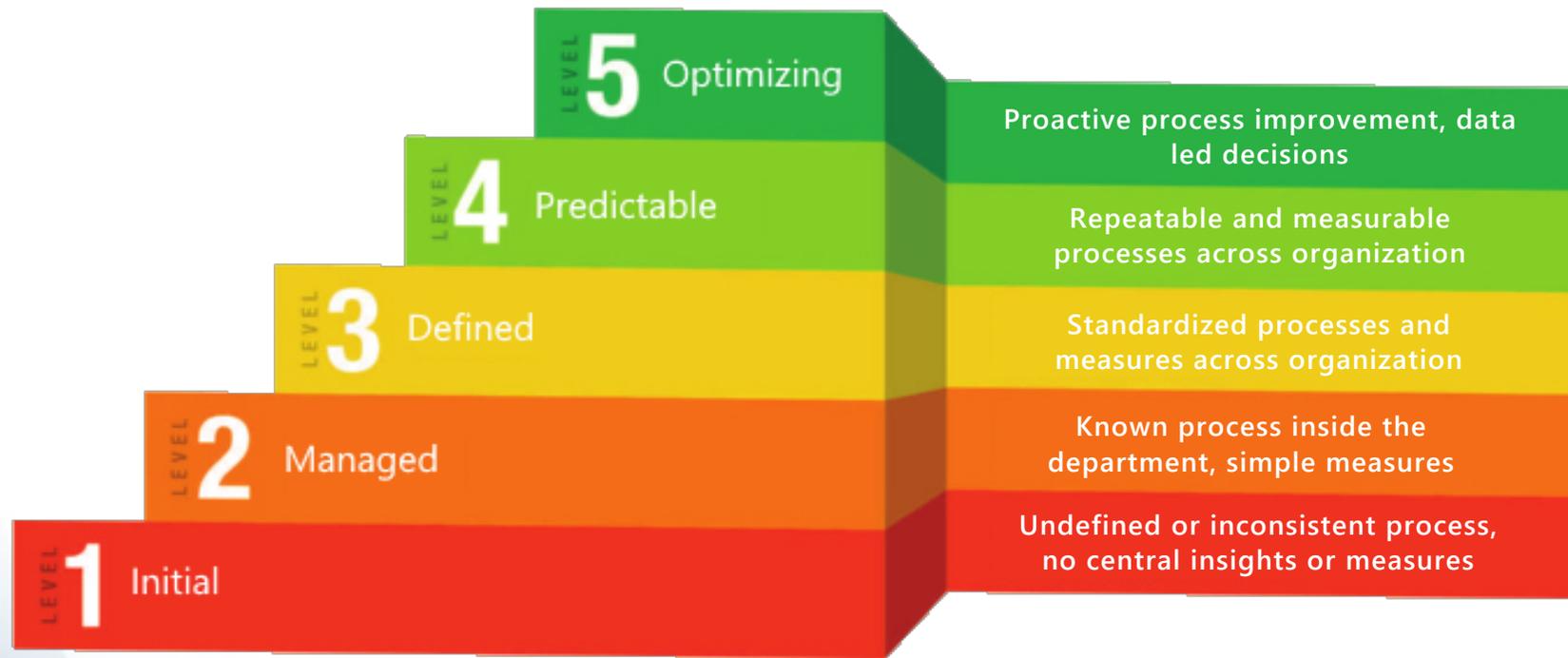
Security and Risk: Clear guidelines on who can access what under what circumstances. Protection of information internally and externally with varying degrees of control.



Communication and Collaboration: An organization's ability to share information, contact employees, and transfer updates and knowledge.

Maturity Model Overview

Five Levels of Maturity for an Evolving Organization



The Four-Stage Criteria for Evaluating Maturity Level

We will use these four questions as a criteria for defining the current maturity of your workstreams:

1

How are workflow processes defined?

2

How are processes repeatable?

3

How is data collected, stored and used (process scalability)?

4

How do processes reflect the overall vision, mission, values and strategy of the organization?

Level One: Initial

- Workflow processes are not adequately defined.
- Processes are inconsistent and unrepeatable from transaction to transaction. Processes reinvent the wheel.
- Data to be collected is ill-defined, has no home and is recreated at every step in the process.
- Processes are impromptu and driven by expediency.

Level Two: Managed

- Processes are defined within each silo.
- Processes are repeatable within each silo.
- Data is moved manually from process to process.
- Processes reflect the organization's vision, mission, values and strategy at the local process level.



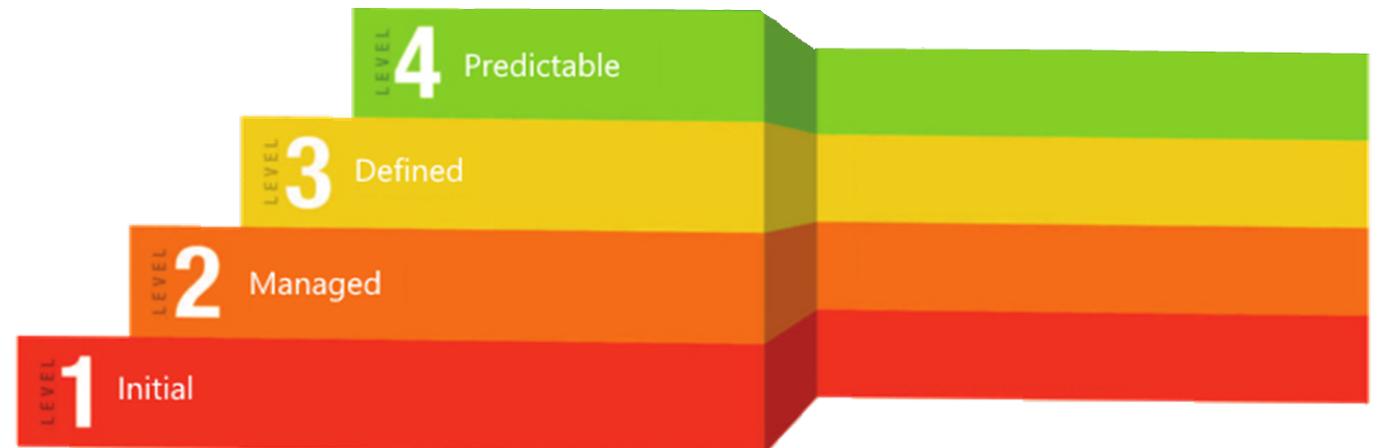
Level Three: Defined

- Processes are standardized across the organization.
- Processes are repeatable across the organization.
- Data flows automatically from team-to-team and process-to-process.
- Processes are integrated across teams to reflect the vision, mission and strategy as one, unified organization.



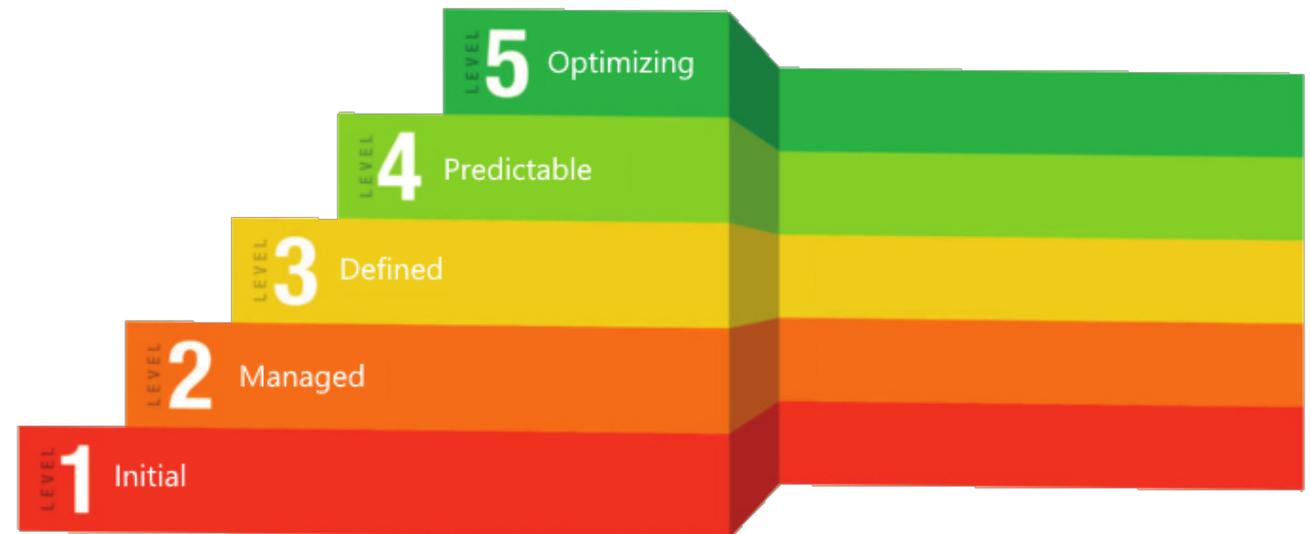
Level Four: Predictable

- Processes have quantitative KPI's defined consistently across the organization.
- Frameworks are established for creating new compliant processes consistently across the organization.
- Integrated data is used for strategic analysis and forecasting.
- Processes reliably deliver results that are consistent with the organization's vision, mission, and strategy.



Level Five: Optimizing

- Proactive process improvement is implemented from KPI feedback.
- Processes systemically adapt as the organization's vision, mission, values and strategy evolve.
- Data is used to map new vision, mission, values and strategies.
- The organization is recognized for having processes that set the industry's leading standards and performance.



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Recommended Next Steps



- After our assessment, we will provide you with detailed next steps towards optimizing your business process.
- We will provide you with a detailed, custom-tailored way to measure your success.
- After this assessment, you will know where your processes are at, where they need to be and how you will get there.
- We'll be with you every step of the way.

What Can I Expect?

Length, Deliverables, Cost?



This assessment will take approximately 2-3 weeks. This is dependent on availability of resources within your organization.



From this assessment, you can expect to receive a detailed mapping of your organization's ecosystem, an evaluation on the state of your business processes and a detailed plan on how to reach your goals for successful process maturity.



The cost is \$10,000.



Questions?