



## ESM 360° Assessment

Flycast Partners is ready to assess your situation, but in a monumental way. With our new innovative approach, our ESM 360° evaluates your Service Management Capabilities from a number of viewpoints to identify areas that are not meeting your current business needs. Our 360° approach includes key features such as:

- \* Surveying a wide audience of key stakeholders
- \* In depth stakeholder and process interviews
- \* Statistical analysis and reporting

We will work with you to identify what you are and aren't doing that's making certain things work, and others not so much. Flycast Partners will begin with an Assessment Survey (sent to identified individuals from key stakeholder groups) to help determine the level of process maturity within your organization.

In parallel, a Flycast Partners Consultant will meet with key stakeholders and their groups to observe and discuss specific areas, assess strengths and weakness to develop recommendations for improvement.



Our 360° Assessment evaluates the current level of maturity using a scale of 1-5; assessing not only the adherence to and acceptance of the process by the organization, but also the use of technology to support and control the process. We will also evaluate the alignment of the process to best practices for Service Management.

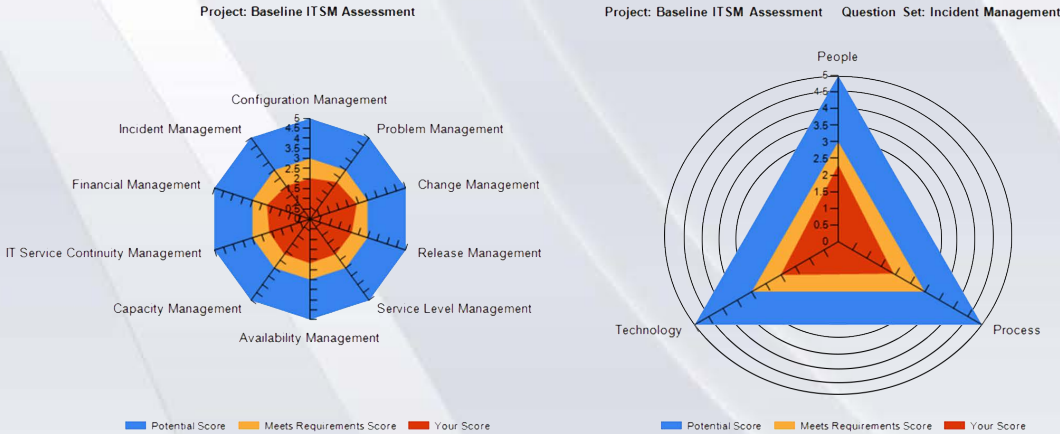
- Incident Management
- Request Fulfillment
- Problem Management
- Service Asset and Configuration Management
- Change Management

While these types of Assessments can be done internally, it can be much more beneficial to have a neutral organization conduct a review. It's good to have a second set of eyes looking in to your business model, especially from non-competitive perspective.

The main purpose of this isn't so much the score that you get, but the opportunity to listen to your stakeholders.

Then to identify improvement opportunities and then implement these improvements as a result of the assessments score and findings.

By conducting an assessment, you will have an accurate analysis of where your organization stands in relation to ITIL best practices.



Let Flycast Partners help you find the leaks and inefficiencies within your business processes.

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