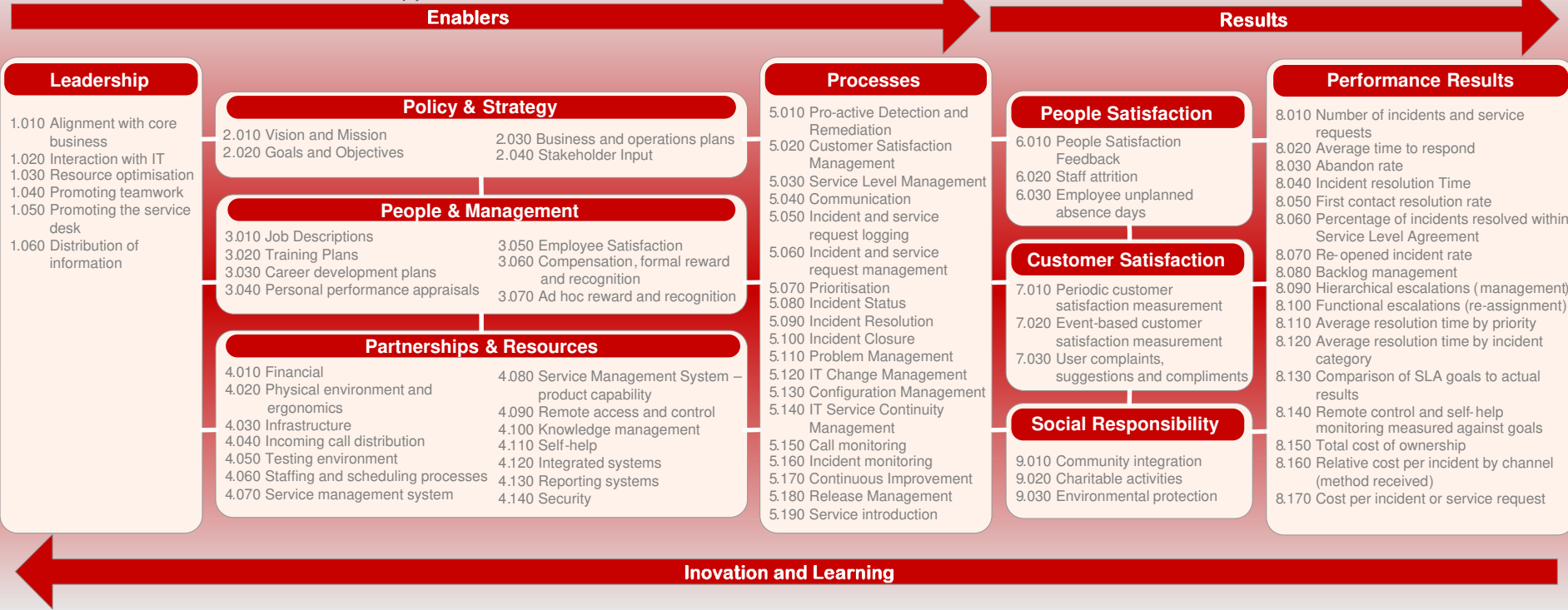


EFQM Excellence Model for Service Support



Certification steps

1. EVALUATION

Complete SDI free on-line SDC evaluation to discover the maturity of your service desk and to establish whether you are ready for certification. Complete a selection of simple questions based on the full certification audit and you will be given a guide to your current performance and service desk maturity levels.

2. ASSESSMENT

Once you have decided that certification is appropriate for you, SDI's auditors will carry out a preliminary assessment of your service desk providing you with a benchmark for each of the nine key audit areas. This initial assessment provides you with the opportunity to make improvements recommended by the auditor to key areas of your operation before completing the full audit.

3. AUDIT

The audit reviews your service desk operation and assesses your 'enablers' and 'results' according to each aspect of the dynamic EFQM Excellence Model. The auditor will conduct interviews with your team and your customers about their service experiences, review your service level reporting and carry out desk-side observations. The auditor will ask over 300 comprehensive questions in order to assess your service desk's maturity rating.

4. CERTIFICATION

Following the audit and the auditor's final report (approved by a SDI Master Auditor) you will be presented with your Certification award. A real moment for celebration, the presentation of your certification is a great opportunity to encourage senior management and the whole of your IT service operation to share in your achievement and success.

CONTINUAL SERVICE IMPROVEMENT

Once you have achieved certification, the programme doesn't stop there. In order to ensure you deliver sustainable service desk excellence, you will receive two follow-up audits on specific areas of improvement you have been working on – the perfect opportunity to increase your service desk's star rating.

Certification Maturity Model

Reactive

Initial development • Minimal stats in full or reports • Fire-fighting and chaotic • Unable to change or influence operations • Tools not helping • Lack of process • Staff attrition

Proactive

Structured processes and procedures • Developing reporting and analysis • Better tools and implementation • Establishing consistent performance • Training and staff development • Developing communications with IT and the business • Stable staffing levels

Customer Led

SLAs and OLAs implemented • Account management and reviews • Customer surveys and reviews • KPIs linked to SLAs and OLAs • Staff reward and recognition • Industry recognised measures • Wider ITSM implementation • Mature internal Marketing

Business Led

Service costs and business value reviewed • High degree of accountability • Performance and reward related to business value • Demonstrable management of business risk • Key part of development and implementation process • Focal point on ITSM Processes

World Class

Continual and repeatable business-led delivery • Constantly reviewed and optimised services and operations • Further commitments to quality and business improvements • Continual service improvement embedded into the organisation