



BENCHMARKING & OPTIMIZATION SERVICES

ARE YOU READY TO TAKE YOUR TEAM TO THE NEXT LEVEL?

The pace of change is daunting. New solutions, new processes, and increased demand all play a part. This is why we offer process consulting services aimed at keeping your team at the top of its game.

When was the last time you looked at your process controls? Your team onboarding training? Your change management policies? Do you have an initiative to create a new PMO or to improve your SLAs?

Healthy, best-in-class organizations tend to review and revise internal processes on an annual basis. This will allow you to identify the areas in which to focus your effort while optimizing your teams' strengths.

We can help you get to the next level.

OFFERINGS

- **Jumpstart New Beginnings**
- **Benchmarking Assessments**
- **Custom Optimization Audit**
- **Coaching/Mentoring Program**
- **Tailored Educational Sessions**

SAMPLE AREAS FOR CONSIDERATION

- **IT Governance**
- **Technician Performance**
- **Change Management**
- **Self-Service Adoption**
- **Asset Management**
- **Project Methodology & Cadence**
- **Key Performance Indicators**
- **Organizational Structure**
- **Talent Assessment/Staffing**

All programs are tailored to your needs.



Benchmarking Services Help You to Understand Where to Focus Your Efforts

Why Benchmarking is So Important

Whether you are implementing TeamDynamix for the first time, expanding into new areas of the system, or introducing new processes, a benchmarking assessment is a great place to start. Best-in-class organizations realize that they must stay fresh. To help with this, we offer benchmarking services that allow you to see where you sit against your peers. This exercise allows you to identify strong areas and also those that may need a little attention.

Benchmark by Role, Functional Area, and Like & Kind Organizations

IT Service Management (ITSM)

- Service management foundations
- Change management
- Knowledge management
- Asset/CI management
- Problem management

Project Portfolio Management (PPM)

- Project intake & governance
- Portfolio management
- Resource management
- Stakeholder communication
- Capacity planning

Customized Optimization Audit with On-site 'Day in the Life' Analysis & Formal Findings Report

Once you have implemented a benchmarking assessment, you are ready to go to the next level, which is to have an expert consultant conduct a thorough review of your organization. During this process we will engage in 'Day in the Life' observation sessions, conduct interviews with stakeholders, and review the contents of your benchmarking assessment.

This program includes dedicated review sessions with your consultant to review all findings.

- Analysis of benchmarking assessment
- Resource & team structure review
- Client portal user testing
- Infrastructure & organizational structure
- On-site 'Day in the Life' analysis
- Review of usage & configuration settings
- 1:1 on-site stakeholder interviews
- Stakeholder communication

As part of this engagement, your dedicated consultant will engage in a series of deep-dive reviews and informational sessions. These are tailored toward your specific findings and will provide additional insights.



Jumpstart New Beginnings

If you are new to TeamDynamix or you are rolling out to a new area, it is always good to take a look at the “now” versus “future.” We can work with you to shape your vision. To begin, we can conduct a gap analysis and help you get a baseline. From here, we will identify the key challenges and goals so that a foundational plan can be built. This plan will include a set of recommendations with a series of workshops and coaching sessions to help you with a successful initiative. This could include rolling out to a new department or starting up ITSM with TDX for the first time.

This runs in parallel with the implementation and is an optional add-on program.

Coaching and Educational Sessions Help You Implement Change More Effectively

Whether you are looking for a complete overhaul or simply would like to engage for coaching and educational sessions, TeamDynamix offers ongoing consulting engagements to help your team optimize performance.

We can help your team get to the next level.

Mentoring & Coaching Services

Many clients have already established their ITSM and PPM practices but recognize there is an opportunity to improve upon their practices and generate greater value. We can pair managers and process owners with a process consultant for more intimate and in-depth work.

Educational Services

Do you need an overview of IT service management or ITIL concepts? Are you looking to bring the basics of project management to your organization? We can provide you with experts who can take your specific goals into mind as they teach your team the fundamental or advanced concepts identified. We tailor content for audiences of various levels, including high-level executive overviews or deep-dive teaching sessions.