Supportimize
Smart Support Solutions

IT Support Maturity Assessment

Consult phase deliverable

Prepared for	**NovaCare Health Group (fictional sample client)**
Assessment period	**Three weeks, on-site and remote**
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SAMPLE DELIVERABLE

Client name and all figures are illustrative. Your report is built from your real data.

1 · Executive summary

NovaCare Health Group runs IT support for 320 employees across four sites with a team of three IT specialists and one application support analyst. Support requests currently arrive through a shared mailbox, Microsoft Teams messages and direct calls. A Jira license exists but the service desk module was never configured.

The operation depends heavily on the dedication of individual team members. It works, but it is not measurable, not predictable, and it will not scale with the planned growth to 450 employees. Leadership currently has no reliable numbers about support volume, speed or quality, and the upcoming ISO 27001 audit will examine exactly these processes.

1.8 / 5	**34%**	**~3.2 days**	**28%**
Overall maturity score (ITIL 4 aligned scale)	First contact resolution (sampled tickets)	Estimated average resolution (no SLA targets exist)	Requests bypassing any tracked channel

The good news: none of the findings require expensive tooling or additional headcount to fix. The highest-impact gaps are process and configuration gaps. Our assessment identified three quick wins that can be delivered within four weeks, and a 90-day path to a measured, SLA-backed operation that will pass the audit.

2 · What we examined and how

The assessment followed the Supportimize Consult methodology, benchmarking against the ITIL 4 framework:

Method	Scope
Data analysis	Six months of mailbox and Teams history, sampled and categorized (1,240 requests reconstructed).
Stakeholder interviews	Eleven interviews: IT team, application owner, HR, finance, operations leads and the CIO.
Tooling review	Current Jira instance, Microsoft 365 configuration, shared mailbox rules, documentation stores.
Process walkthroughs	Live observation of intake, escalation and resolution for a full working week.
Maturity scoring	Sixteen ITIL 4 practice areas scored 1 to 5 against evidence, not opinion.

3 · Maturity scorecard

Scores use a 1 to 5 scale: 1 chaotic, 2 reactive, 3 defined, 4 measured, 5 optimizing.

Practice area	Score	Evidence summary
Incident management	2.5	Requests are resolved, but without categories, priorities or ownership records.
Request fulfilment	2.0	Routine requests (access, hardware, onboarding) handled ad hoc; no catalog, no automation.

Practice area	Score	Evidence summary
Problem management	1.0	Not practiced. Recurring incidents are re-fixed each time; no root cause analysis.
Change management	1.5	Changes are informal; two of the last four outages were caused by unannounced changes.
Service level management	1.0	No SLAs defined internally or with vendors; no measurement possible.
Knowledge management	1.5	Knowledge lives in individuals. One critical system is understood by exactly one person.
Service desk & intake	2.0	Three uncontrolled channels; 28% of work never lands in any of them.
Monitoring & reporting	1.5	No support metrics reach leadership. Reporting would currently be manual.

4 · SWOT analysis

Strengths	**Weaknesses**
• Capable, committed IT team trusted across the business • Jira licenses already owned: no new tooling cost • Leadership sponsorship for change (CIO mandate) • Low staff turnover preserves system knowledge	• No single intake channel; 28% of work untracked • No SLAs, priorities or categorization • Single person dependency on the ERP system • No management reporting on support at all
Opportunities	**Threats**
• Quick wins deliverable within four weeks • Automation of ~30% of routine requests • Audit readiness as a by-product of daily work • Freed capacity redirected to the ERP roadmap	• ISO 27001 audit in Q1 will examine these processes • Growth to 450 staff will overload current setup • Key person risk: one resignation stops ERP support • Unmanaged changes keep causing outages

5 · Gap analysis

Area	Current state	Target state	Impact
Intake	Three uncontrolled channels, no ticket IDs	One front door in Jira SM with request types	**High**
Prioritization	First come first served, loudest wins	Priority matrix tied to business impact	**High**
SLAs	None defined or measured	Response and resolution targets per priority, tracked automatically	**High**
Routine requests	Manual, repetitive, interrupt-driven	Service catalog with automation for access, onboarding, hardware	**Medium**
Recurring incidents	Same issues re-fixed weekly	Problem management practice with root cause elimination	**Medium**
Changes	Informal, undocumented	Lightweight change process with a change calendar	**Medium**
Knowledge	In people's heads	Documented runbooks; ERP knowledge transferred to two more people	**High**
Reporting	None	Monthly leadership report: volume, SLA compliance, CSAT, trends	**Medium**

6 · Prioritized action plan

Sequenced so every step funds the next: quick wins free the capacity that the medium-term work requires.

Quick wins · weeks 1 to 4

Action	Owner	Effort
Configure Jira Service Management as the single intake: request types, queues, ticket IDs	Supportimize	5 days
Define and apply the priority matrix and categorization scheme	Supportimize + IT lead	2 days
Set initial SLA targets per priority and switch on automatic tracking	Supportimize	2 days
Redirect mailbox and Teams intake into Jira; communicate the one front door	IT lead + comms	3 days

Medium term · months 2 to 3

Action	Owner	Effort
Automate the top five routine requests (access, onboarding, hardware, passwords, reports)	Supportimize	6 days
Build the knowledge base; document ERP runbooks and cross-train two team members	IT team, coached	8 days
Introduce lightweight change management with a shared change calendar	Supportimize + CIO	3 days
Stand up the monthly leadership report: volume, SLA compliance, CSAT, trends	Supportimize	2 days

Long term · months 4 to 9

Action	Owner	Effort
Problem management practice: monthly root cause review, elimination backlog	IT lead, coached	ongoing
Quarterly service reviews with business stakeholders	CIO + Supportimize	quarterly
Audit readiness pack: process documentation and evidence trail for ISO 27001	Supportimize	4 days
Re-assess maturity; target overall score 3.5 within twelve months	Supportimize	3 days

7 · What success looks like in 90 days

Metric	Today	90-day target
Requests in one tracked channel	72%	100%
Tickets with priority and SLA clock	0%	100%
First contact resolution	34%	50%+

Metric	Today	90-day target
Routine requests automated	0	Top 5 (~30% of volume)
Leadership visibility	None	Monthly one-page report
Audit readiness	At risk	Evidence trail in place

8 · Recommended next step

Approve the quick-wins package and schedule the Transform phase kickoff. The four quick wins require no license purchases and can begin within one week of approval. Supportimize delivers the configuration, documentation and training; your team keeps handling tickets throughout with no service interruption.

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