

Digital Clarity Service Definition Document

Digital Transformation the Digital Maturity & Capability assessment	Digital Maturity Assessments (DMAs) are a strategic service offering designed to evaluate an organisation's readiness and capability to thrive in the digital age. These assessments provide a comprehensive analysis of a company's current digital capabilities, identify gaps, and suggest actionable steps to enhance digital performance.
	We help to clarify your digital objectives and level of ambition for the organisation
	We assist in building a common understanding of digital maturity
	Our Digital Maturity Assessments provides current and Future State Analysis., this is linked to your strategic roadmap
	Our Digital Maturity Assessments provides strategy development for transforming processes, structure, people and culture.
	We help organisations explore digital maturity through both customer and staff perspectives
	Benchmark your maturity against market leaders to give greater insight and align strategic goals
	We create a detailed assessment document.to aid in transformation
	We present findings to key stakeholders within your organisation and help with road mapping improvements
	TIIL v4 fully compliant service processes, procedures, continual service improvement
	IT Operating Model design and review including SMO – Service Management Office
	Strategic IT Planning is provided and aligned to goals and objectives throughout the organisation
	Outsourcing, sourcing strategy and supply chain management consultancy
	IT Governance and management design
	IT value management and cost reduction design
	Cloud Operating Model design as required to further digital maturity
	IT Strategy definition and review to aid growth and maturity

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	Event, Incident, Request, Problem, Change and Service Desk Management process, policy and procedures are created and enhanced
	Agile Service Transition, Assurance, Delivery and Operations Management methodologies and embedded throughout the organisation
Robotic Process Automation (RPA) replicates interactions of people and technology to automate operational and support processes quickly, cost effectively and reliably. Our suite of robotic processes ensure the bespoke development of an agile robotic automated processes	Cost saving across the business is achievable and measured
	Significant process improvements, get more done in less time
	Redeployment of resources to higher value functions, freeing up staff to focus on higher value activities
	Improved productivity throughout the organisation and is measurable
	Improved quality is a cornerstone of organisational success, driving customer satisfaction, operational efficiency, and competitive advantage
	Improved customer service is a pivotal aspect of business success, directly influencing customer satisfaction, loyalty, and overall perception.
	Improved compliance is a significant benefit that organisations can achieve through Digital Maturity Assessments (DMAs). As regulatory landscapes become increasingly complex and stringent, ensuring compliance with industry standards and legal requirements is paramount.
	Bespoke Designed Digital Maturity Assessments (BDDMA) offer a highly tailored approach to evaluating an organisation's digital capabilities. Unlike generic assessments, BDDMAs are customized to align with the specific needs, goals, and context of an organization, ensuring a more accurate and relevant evaluation.
Process mining is an analytical service for discovering, monitoring, and improving processes by extracting knowledge from event logs from your information systems. Process mining offers objective, fact-based insights, from event logs, that audits, analyses, and improves your existing business processes by answering both compliance and performance questions.	Process mining is a data-driven technique that leverages event logs to analyse, understand, and optimise business processes. By extracting detailed logs from information systems, process mining provides insights into how processes actually operate, uncovering variations, inefficiencies, and opportunities for improvement
	Adopting a holistic approach to process mining and automation entails viewing and implementing automation not merely as a collection of isolated technological upgrades but as an integrated strategy that spans the entire organisation. This approach recognizes that successful automation requires alignment across people, processes, and technology, ensuring that all elements work harmoniously to achieve optimal efficiency and innovation.
	Process Mining provides a detailed overview of how processes are actually executed, rather than how they are perceived to be executed. This method significantly speeds up auditing processes

	Process mining is a technique that enables organisations to discover, monitor, and improve their business processes by analysing event data generated during their operations. By leveraging process mining, companies can achieve data-driven decision-making
	Process mining enables the building of a digital workforce by providing insights and optimisations that streamline operations and enhance efficiency within organisations. By analysing event logs and data from IT systems, process mining tools generate a clear visualisation of how processes actually occur. This transparency allows businesses to identify bottlenecks, inefficiencies, and opportunities for automation.
	Process Mining allows organisations to visualise an objective and complete picture of 'as is' state
	Process mining enables compliance across an organization by providing a detailed and objective view of how processes are actually executed, rather than how they are assumed or documented to work. This capability is crucial for ensuring adherence to regulations, standards, and internal policies.
The Tooling platform is a ready-built foundation that transforms how your business operates. We can enhance the service to help transform how work gets done. We work with you to orchestrate automation across departments and IT applications with powerful workflows.	An ITSM (IT Service Management) tool serves as a central hub for managing IT services within an organisation, offering various functionalities to streamline and optimize service delivery
	IT Service Management (ITSM) tool can significantly support HR management by providing robust capabilities to streamline processes, enhance efficiency, and improve employee experience
	IT Service Management (ITSM) tool plays a crucial role in supporting IT operations management by providing a centralized platform to streamline and automate various IT service processes.
	An IT Service Management (ITSM) tool plays a crucial role in supporting security operations by providing a structured framework and functionality tailored to the needs of cybersecurity teams.
	ITSM (IT Service Management) tool plays a crucial role in providing real-time reporting by integrating various functionalities that streamline and enhance IT service delivery and support.
	An IT Service Management (ITSM) tool provides service dashboards to offer a consolidated view of various aspects of IT services and operations
Digital Clarity offer service integration and management, tailored design, best practice advice on target operating model definition and bespoke implementation, we deliver the highest return on investment. We design 'real world' proven and tested	An IT Service Management (ITSM) tool provides web service integrations to enhance its functionality and interoperability with other systems
	Service Integration and Management (SIAM) is an approach to managing multiple service providers and integrating their services to deliver a cohesive IT service to an organisation. It addresses the challenges that arise when an organisation uses multiple service providers, ensuring seamless coordination and collaboration across these providers.
	We provide experienced practitioners that can deliver SIAM alongside your team and further embed knowledge

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SIAM operational models that deliver measurable business benefits and value return.	We provide assessment of current state & process maturity which in turn provide the building blocks for improvements
	We provide client support with designing and integrating multiple suppliers
	We enable the redesign of KPIs and performance management frameworks and embed these alongside enhanced strategic reporting
	We build appropriate SIAM capabilities throughout the organisation and provide training to new and existing staff
	Onboarding/Offboarding of suppliers to business is a key development to organisations allowing them to find the best value/performance partners
	We proved governance model design that grows with the organisations maturity
	We conduct ITIL Process redesign to business needs
	We provide training & mentoring for staff in SIAM best practice