



MOZΔIC

IT4IT Tooling Assessment

A Mozaic Assessment Service

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This IT4IT Tooling Assessment shows how tooling and data support end-to-end digital delivery. Using Mozaic's Unified Model, we map capabilities, integrations, and data quality across strategy, delivery, and operations. You receive a current-state report, quantified risks, target architecture, prioritised roadmap, and business case for transformation.

Features

- ▶ End-to-end tooling map across digital delivery value streams.
- ▶ Tool capability review: plan, build, run, improve.
- ▶ Data quality and ownership assessment for key IT4IT tools.
- ▶ Integration analysis: handoffs, APIs, and data duplication.
- ▶ Risk review covering compliance, security, and resilience.
- ▶ Tool rationalisation opportunities and consolidation options.
- ▶ Target tooling architecture and integration principles defined.
- ▶ Prioritised roadmap with sequencing, dependencies, and milestones.
- ▶ Business case model with costs, benefits, and assumptions.
- ▶ Executive readout with clear decisions and next actions.

Benefits

- ▶ Reveals where tooling breaks flow and creates hidden queues.
- ▶ Improves delivery predictability through integrated planning-to-operations data.
- ▶ Reduces duplicated tools, licences, and overlapping admin effort.
- ▶ Strengthens governance using reliable, shared records and traceability.
- ▶ Cuts incident volumes by fixing systemic tooling failures.
- ▶ Speeds audits through clearer controls and evidence trails.
- ▶ Enables portfolio decisions grounded in end-to-end data.
- ▶ Builds a credible transformation story leaders can fund.
- ▶ Creates foundations for automation, orchestration, and AI agents.





The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

Trusted by the World's Leading Organisations

With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Operating Model Dimensions

Functions

Tools

Processes

Governance

People

Sourcing

Data

Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO₂ emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.



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Confidential

For more information

Mozaic
1 King William Street
London
EC4N 7AF

info@mozaic.net
+44 203 709 1625

[Website](#)

[Social Media](#)

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