

25. STRATEGY MANAGEMENT FOR IT SERVICES

Topic/Question	
25.1	<p>Automation Does the tool enable strategy management service automation?</p> <p>-----</p>
25.2	<p>Benchmarking Strategic industry factors and competitive positions in playing fields Does the tool enable the structuring, delivery and incorporation of benchmarks?</p> <p>-----</p>
25.3	<p>Benchmarking Strategic industry factors and competitive positions in playing fields Does the tool facilitate the documentation of playing fields to conduct strategic analysis of market spaces, customer portfolios, service portfolios and customer agreement portfolios?</p> <p>-----</p>
25.4	<p>Benchmarking Strategic industry factors and competitive positions in playing fields Does the tool enable and document management decisions as to which are the scenarios required to be constructed using applicable strategic industry factors, scales and indices?</p> <p>-----</p>
25.5	<p>Strategy Planning Documents Does the tool support the creation, communication and maintenance of strategy documents, including: IT strategy, the service management strategy and the strategy plans for each service where appropriate?</p> <p>-----</p>
25.6	<p>Vision & Mission Statement Does the tool support the identification of opportunities, internal & external, that may benefit the customer and constraints to these, enabling the production of a clear statement of vision and mission from the service providers perspective that can be reviewed and updated regularly?</p> <p>-----</p>
25.7	<p>Strategic -> Tactical & Operational governance Does the tool enable the tracking of tactical & operational plans to ensure that they are faithful implementations of the strategic plans, and under change control?</p> <p>-----</p>

25.8	Strategic Plans Does the tool enable the control of all IT strategic plans, aligned to business plans, including: IT architecture, portfolio management (other than services), application management, infrastructure management, project management, technological direction? -----
25.9	Measurement Does the tool enable the measurement of metrics to ensure that all stakeholders are represented in deciding the appropriate direction for the organization and that they all agree on its objectives and the means whereby resources, capabilities and investment are prioritised? -----
25.10	Management Control Does the tool enable the tracking and workflow required to ensure that the resources, capabilities and investments are appropriately managed to achieve the strategy. Enabling risks and issues to be identified and added to the risk register and/or requirements register? -----