Service Delivery Assessment

The assessment product examines a company's service delivery maturity in key areas based on over 50 criteria that can be linked to overall company performance. It shows companies where they are in relation to their industry peers as well as identifies specific capabilities which can have the largest impact to improve their position.

The core product examines:

- Deployment frequency
- Lead time for changes
- Time to restore service
- Change failure rate

Method

This engagement is **fully remote**. All interviews are conducted via Zoom (or other) and the final report is delivered electronically. The process is designed to take two weeks from start to finish, subject to availability, payment, legal, and scope.

A typical assessment focuses on one or two product delivery pipelines (which may each contain multiple products) with interviews lasting approximately one hour for each pipeline with members of the technical staff. There is an additional interview with engineering leadership. Any documentation that can be provided ahead of time will facilitate the speed of delivery and accuracy of the evaluation. We recommend Slack Connect as a way to facilitate documentation sharing and facilitation. We also provide a private Mural board for any whiteboarding necessary for necessary documentation that does not exist.

All responses are confidential and covered under a Mutual Non-Disclosure Agreement.

Deliverables

The final product of the assessment is a document containing:

- An overall impression of the company, it's current status, and potential for improvement.
- Standardized scores for each of the modules that demonstrate where the company is in comparison to peers and other assessed companies. It's not a judgement of individuals.
- Recommendations for improvement, and description of areas of strength in the current service delivery process.

FAQ:

Will you need access to client data or production environments?
- We do not require, and in fact, actively do not want access to client data or production environments. All necessary information about on-call rotations, unit testing, infrastructure definition, etc. will be obtained through interviews with engineers.

Why do you suggest Slack Connect instead of just being a single-channel guest in our Slack?
- Slack Connect restricts communication to only those in the shared channel. If we were to be single-channel guests, we'd be able to converse with anyone in the entire company. In short, it is better for your controls and your best interests.

Are you available to help us implement your suggestions?
- You are free to implement the suggestions yourself, hire a 3rd party, or we are happy to begin an engagement to help, subject to availability.