



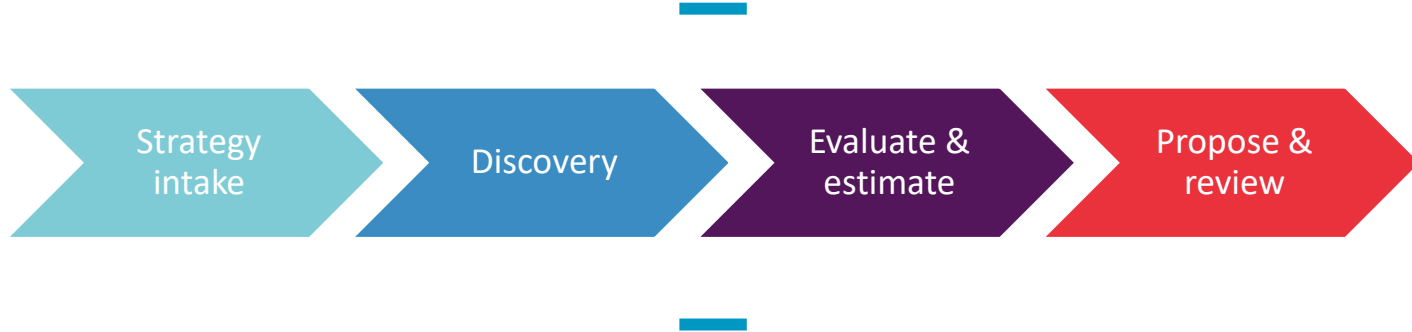
# AMS Service Assessment

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Arvid Delanghe, Service Delivery Manager

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# The steps we take together



These are the steps we take together and come to a joint understanding on how to move forward on setting up a support structure for your organization. As each organisation has it's own challenges we try to foresee a clear improvement track to fulfil your organisations support needs.

# The steps we take together



The first step we take together is a detailed discussion between decision makers to understand and define the requested support service strategy and scope. Such input is crucial to verify a good fit between both parties and make sound decisions.

Secondly, we help you self assess your landscape by using a small questionnaire which will be discussed during the next phase.



## Deliverables

- Intake conversation
- Self-assessment questionnaire



## Cegeka roles involved

- Delivery lead AMS
- Service Delivery manager



## Customer roles involved

- C-level / stakeholders
- IT manager

# The steps we take together



Once the scope is defined, collective effort is required to:

- Execute a functional workshop with key-roles in the organization to get a detailed functional overview on the current state of the IT application and landscape
- Execute a technical focused workshop to get a deep dive in the backbone of the application. Commonly, IT managers, developers and technical minded people participate in this workshop.



Deliverables

- Workshops
- Detailed questionnaire



Cegeka roles involved

- Functional/technical solution architect



Customer roles involved

- IT manager
- Key-users
- BPO's
- CTO
- System engineers/developers

# The steps we take together



After the discovery phase, we will process and evaluate all the captured information from the workshops. We will list all the assumptions, provide an improvement document and calculate what this means in terms of budget.

We organize a Q&A session together. During this session we will discuss our assumptions and validate our approach.



## Deliverables

- Improvement document



## Cegeka roles involved

- Functional and technical solution architect
- Delivery lead
- Service Delivery Manager



## Customer roles involved

- IT Manager

# The steps we take together



After carefully processing all information and considering all options a proposal document is generated. This proposal will be formally presented to the customer and includes recommendations, action points and a future approach. The customer will review all provided documentation and when validated a formal response is sent to Cegeka.



## Deliverables

- Formal proposal presentation
- Formal validation & feedback



## Cegeka roles involved

- Delivery lead
- Service Delivery Manager



## Customer roles involved

- IT manager
- C-level / stakeholders



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