

Title (en)

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING OPERATIONAL MATURITY OF AN ORGANIZATION

Title (de)

SYSTEM, VERFAHREN UND RECHNERPROGRAMM ZUR BESTIMMUNG DER BETRIEBSREIFE EINER ORGANISATION

Title (fr)

SYSTEME, PROCEDE ET ARTICLE FABRIQUE PERMETTANT DE MESURER LA MATURITE OPERATIONNELLE D'UNE ORGANISATION D'OPERATIONS

Publication

EP 1204931 A2 20020515 (EN)

Application

EP 00950749 A 20000726

Priority

- US 0020399 W 20000726
- US 36178199 A 19990726

Abstract (en)

[origin: WO0108038A2] A system, method, and article of manufacture are provided for gauging a maturity of an IT operations organization. First, a plurality of process areas of an operations organization are defined in terms of either a goal or a purpose. These process areas are then categorized in terms of common characteristics. Next, process capabilities are determined for the process areas of the operations organization. Thereafter, capabilities are calculated for the specific process categories. A maturity of the operations organization is subsequently determined based on the capabilities of the categories.

IPC 1-7

G06F 17/00

IPC 8 full level

G06Q 10/00 (2012.01)

CPC (source: EP)

G06Q 10/06 (2013.01)

Citation (search report)

See references of WO 0108038A2

Designated contracting state (EPC)

AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE

DOCDB simple family (publication)

WO 0108038 A2 20010201; WO 0108038 A3 20020711; WO 0108038 A8 20011011; AU 6380800 A 20010213; EP 1204931 A2 20020515

DOCDB simple family (application)

US 0020399 W 20000726; AU 6380800 A 20000726; EP 00950749 A 20000726