

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

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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.

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