

CONDUCTING A GLOBAL IT OPERATIONS PROCESS AUDIT

Trexin leveraged its extensive process mapping expertise to conduct a maturity assessment, identify documentation and adherence gaps, and provide a future state roadmap for a global, fast-growing Consumer Psychology and Market Analytics Firm.

BUSINESS DRIVER

Our Client was spawned from the merger of two competing companies. Given the situation, the Executive Vice President of Business Technology brought in Trexin to help standardize and cross-integrate processes across both heritage organizations.

Internal audits identified pain points, inefficiencies, and redundancies in our Client's process adherence strategy.

Our Client asked us to document all current state processes and provide implementation roadmaps to implement idealized future state versions.

APPROACH

A 7-person Trexin team worked closely with both executives and technical stakeholders to perform an in-depth assessment and deliver recommendations to reevaluate current state process design.

The assessment extended into implementation planning activities for several core, top-level IT Service Delivery processes such as Incident Management, Problem Management, and Change Management. Detailed activities included but were not limited to:

- Identified key gaps, bottlenecks, and root cause variances both within and between current state processes, and assessed maturity based on industry best practices.
- Mapped and translated workflow documentation into proposed future state policies, processes, sub-processes, and standard operating procedures (SOPs), with clearly defined process owners.



RESULTS

Trexin prepared a detailed implementation roadmap, defined new KPI metrics for continuous monitoring and improvement, and established rigorous process and architecture governance structures, including a centralized Process Council.

The newly adopted global processes would ultimately promise to increase accountability and efficiency, reduce administrivia and mean time to resolution (MTTR), and enable the measurement of performance and adherence throughout the Business Technology organization.

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