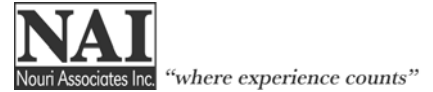**Nouri Associates' Strategic Process Improvement practice provides an enterprisewide framework for improving IT Service Management, Project Delivery Capabilities and Software Development practices.**

NAI
Nouri Associates Inc. *"where experience counts"*

Business organizations of all types — commercial, government and nonprofit — are recognizing the importance of information technology (IT) Service Management, IT Process Improvement and implementation of best practices frameworks. This is being driven by the demands of more complex Web composite applications that mandate higher availability, reliability and closer collaboration among the traditional IT silo, as well as senior management's goal of delivering growth and expansion with less or same resources using commonly implemented best practices.

IT Industry de facto process standards and best practices frameworks such as OGC's ITIL®, SEI's CMMI® and PMI PMBOK® combined with Program Management best practices provide an excellent opportunity for organizations worldwide to transform their IT delivery and execution capabilities.

What are the main reasons for improving internal IT processes?

- Improve IT and Business Alignment
- Build Trust and Credibility
- Ensure Regulatory Compliance
- Improve IT Efficiencies
- Implement Best Practices
- Improve Execution Capability
- Reduce Costs

What is SPI?

The Strategic Process Improvement (SPI) practice of Nouri Associates, Inc. (NAI) is focused on helping its clients improve their execution capability in IT by leveraging industry recognized best practice frameworks such as ITIL®, CMMI® and PMBOK®. Our key differentiator is our unrelenting focus on culture and human side of change.
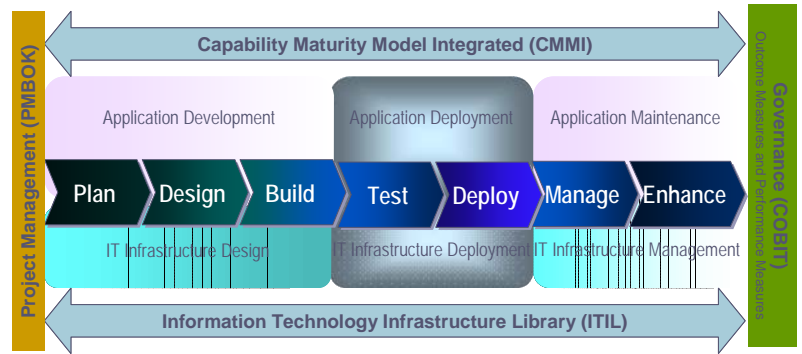
What key issues are addressed?

- How to align the technology services organization with the business?

- How to align and rationalize multiple IT quality and process improvement efforts?

- How to meet client expectations more often and more consistently?

- How to do more with existing or fewer resources in IT?

- How to improve manageability and accountability in the IT organization?

- How to effectively address the myriad of regulatory compliance requirements?

- How to minimize the overall cost of computing as more complex composite Web applications are deployed?

- How to ensure best practices are leveraged by the organization?

NAI Practice Brief:

Strategic Process Improvement

- **ITIL** (IT Operations)
- **CMMI** (Software Development)
- **PMBOK** (Project Management)
- **COBIT** (Governance / Controls)
- **SPIP** (Strategic Process Improvement Program)

Michael Porter – What is Strategy?

NAI – Leveraging IT Industry Proven Best Practices

What Are The Core Deliverables?

A typical SPI study will include the following deliverables:

- *Business Alignment* – Identification and mapping of the organization's tactical and strategic business and technology requirements.

- *Baseline Assessment* – A multi-dimensional evaluation of existing processes and policies against best practices and peer organizations.

- *Strategy Development* – A concrete roadmap for achieving the desired outcomes including Quick Hits, KPI, awareness and training campaigns, execution strategy and approach.

- *Critical Program Management* – A comprehensive execution and change management program to increase probability of success.

Past SPI Engagements

- For a major U.S. Financial Services company, developed a process based IT Service Delivery business model using ISCO and ITIL models.

- For a regional healthcare processor conducted a detailed assessment of IT Operations and Software Development practices.

- For a regional Financial Institution, established a highly successful Process Improvement Program Office to execute ITIL and CMMI initiated changes.

Benefits

- Aligns IT service portfolio
- Better asset utilization
- Builds trust and credibility
- Decreases "fire fighting"
- Improves availability
- Improves IT employee productivity
- Improves morale
- Improves value of IT
- Reduces costs

Why Partner With Nouri Associates?

- **Trusted Advisors** – Our clients consider us to be trusted advisors. We are known for integrity, trust and reliability.

- **Experienced and Skilled Staff** – Our consultants have an average of 18+ years of IT industry and consulting experience in their area of focus and specialization.

- **Formal Change Management** – We use Organizational Development experts and formal change management methods on our process improvement programs.

- **Independence** – We provide truly unbiased and independent advice. We are not compromised by any technology vendor alliances. We represent YOU.

- **High Quality** – The quality of our work and consultants are the main reasons why our clients choose to bring us back repeatedly.

- **Better Value** – Our low-overhead business model allows us to deliver superior and unparalleled service and expertise at highly competitive rates.

For more information

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