# Building the Business Case for 'YourSMP'

It's common for customers to require a business case to justify the cost of engaging with YourSMP. Everyone's situation will be slightly different hence a single method is not always possible. There is however some key fundamental requirements for building a successful business case across the majority of customer engagements, which are:

Cost to Implement - What makes up the implementation cost?
Line items would include:
- A YourSMP Consultant
- Documentation and Governance
- Internal Resource allocation

Once a cost to implement has been established, the next step is to build a Return On Investment (ROI) model.

To build a ROI model, you will have to identify a suite of tangible benefits that can be measured against its deliverables. The YourSMP main deliverable is a Service Catalogue complete with foundation data and summary report, which is in essence a complete picture of how a client's IT technology is supported, requested, & delivered to provide services to their customers.

Here are five benefits of a 'Service Catalogue':

1. Breaks down the barriers between IT and the business—A Service Catalogue removes IT silos and helps people, processes and technologies work more efficiently together. That's because knowing what technology components you have, where they are and how they're connected will let you better manage, cost, deliver, and improve your IT services.

2. Provides more proactive management—A Service Catalogue allows organizations to better manage change in their IT environments. As the complexity of a organization's IT infrastructure increases, a central location containing information about all the technology components and how they work together to provide a service to a customer will help avoid downtime, provide a more efficient way to plan for change and a better appreciating of how those changes will affect the IT environment.

3. Helps better assess risk, improve security—IT organizations can use data from their Service Catalogue to assess the risks to the business associated with known vulnerabilities of technology e.g. prioritize server or application patches and upgrades.

4. Helps keep track of any changes in software—Data from the Service Catalogue lets organizations know if there is any unauthorized or illegal software being used.

5. Makes compliance easier, more accurate—Using data from the Service Catalogue, IT organizations can make sure that the information about their assets is accurate and up to date in order to comply with such initiatives as Sarbanes-Oxley and HIPAA. By keeping a close eye on technology components and their relationships and continually monitoring them to make sure they're accurate, IT

organizations can ensure that systems and their components comply with legislative mandates.

Some other more specific benefits this engagement drives are:
- Faster, more efficient service desk
- Increase user self service, reducing resource overhead on support
- Increased system availability
- Accelerate the identification of problematic infrastructure
- Reduction in expensive failed system changes

How you measure them:
- Average Handle time
- Origin of ticket count (Self Service Portal vs IT Staff)
- Mean time to resolve
- Incident re-assignments/escalations
- Problem resolution times
- Incidents caused by Change
- Successfully Implemented or rolled back within window changes

**Note:** Measuring the above benefits may not always be a straightforward process, depending on whether baseline data is readily available and easily obtained.

Some other common, related deliverables that can be realised from successful completion of an engagement with YourSMP include:
- Enabling auto-routing to support teams through self service
- Creating escalation matrices between teams and technology
- Identifying gaps in the operational support model
- Facilitating demand vs capability reporting
- Improving search ability of knowledge base
- Enhancing Availability reporting
- Reducing overhead to maintain the Service Catalogue post go-live