

CASE STUDY



Ovo Energy leverages Stott and May Consulting for ITSM evolution



The client challenge ▼

Ovo's Colleague Tech Services department faced a significant challenge with their existing state of IT Service Management. They needed a partner to conduct a thorough gap analysis, providing an SME approach to best practice going forward. The internal capability was light on Service Architecture and e2e process management of their current capabilities.

The proposed solution ▼

Facilitate ITSM education throughout the business unit with extensive stakeholder workshops to gather requirements; topics included defining ITSM and its current applications across functions. Document workshop findings to incorporate identified ITSM training needs. Review existing Service Design, Transition practices, and other ITIL methods to pinpoint gaps and improvement areas. Develop a scalable roadmap and present maturity assessments.

The project team ▼

Specialized ITSM expertise, including Design and Analyst capabilities, complemented the FTE makeup. Key skills in Service Architecture, Stakeholder Management, and Business/Technical translation were vital



✓ ITSM Architect

✓ ITSM BA

The results

We successfully engaged the business with new processes defined for ITSM. A comprehensive gap analysis highlighted areas for improvement while guiding the business unit on the 'Journey' of Service Management evolution within the organization. As a result of the seamless stakeholder workshops implemented, a newly defined roadmap was executed later in the engagement.

“We engaged Stott and May Consulting due to their understanding, approach and competence within the ITSM space. Their pragmatic approach focused on Service Architecture and end to end process management of current capabilities. The SMEs that were provided came from seasoned backgrounds, working with a variety of stakeholders and environments. This approach really helped with our complex (Agile) structure and ways of working. Their work allowed us to implement an optimal way of working and define a new roadmap that could be implemented across the business unit, and therefore throughout the organisation.”

- Head of Technical Operations



Get in touch

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