



IT Department Accreditation



The ITDA is intended for use as a tool to identify departmental strengths and weaknesses as part of a continuous improvement programme. It is appropriate for internal IT departments or stand-alone IT service companies that either specialise in IT service delivery or buy-in services as clients for others in their organisations. It is scalable and suits all sizes of IT function and all sectors.

The ITDA measures :

1. Business Management.
How well does the department manage its business resources and capacity?
2. Business Direction
How strong is the planning and implementation of the department's business strategy?
3. Business or Service Generation
Does the department work well to promote its expertise and encourage the effective use of IT for its sponsors and customers?
4. Delivery and Operations
How well does the department carry out its responsibilities?
5. Customer Relationships
Does the department work well with its sponsors and customers? How do the department's customers perceive the IT department?

Benefits of the ITDA

- Gives a single, cross-discipline departmental baseline of business performance
- Suitable for all sizes of IT department
- Reassurance from a trusted source for you and your stakeholders that your business practices are fit for purpose
- Can be used to compare capability and competence of IT functions during mergers and acquisitions

The ITDA is most effectively used to identify improvement opportunities and motivate the IT team to develop a continuous improvement programme. By taking an objective analytical look at departmental performance, it focuses minds on how the team can deliver more value to their customers.

ITDA Frequently Asked Questions:

How long will it take to become accredited?

The ITDA is normally completed within 4 months. The Orientation Visit by your Assessor should take place within 1 month of application.

Do we need ITDA if we already have ITIL?

NCC's ITDA provides a balanced view of the IT Department's overall functioning. ITIL training of individuals may be part of the department's development plan required by the ITDA.

How long does the Accreditation last?

3 years. Annual re-visits take place to monitor progress on the department's Action Plan.

What preparation do I need to make?

You need to provide evidence that you meet all the criteria in the Standard. The Orientation Visit will help you understand the requirements and plan accordingly.

Is the ITDA relevant in an outsourced IT environment?

Yes. The strengths/weaknesses of the services provided can be assessed in an ITDA whether the environment is outsourced, in-house, or mixed.

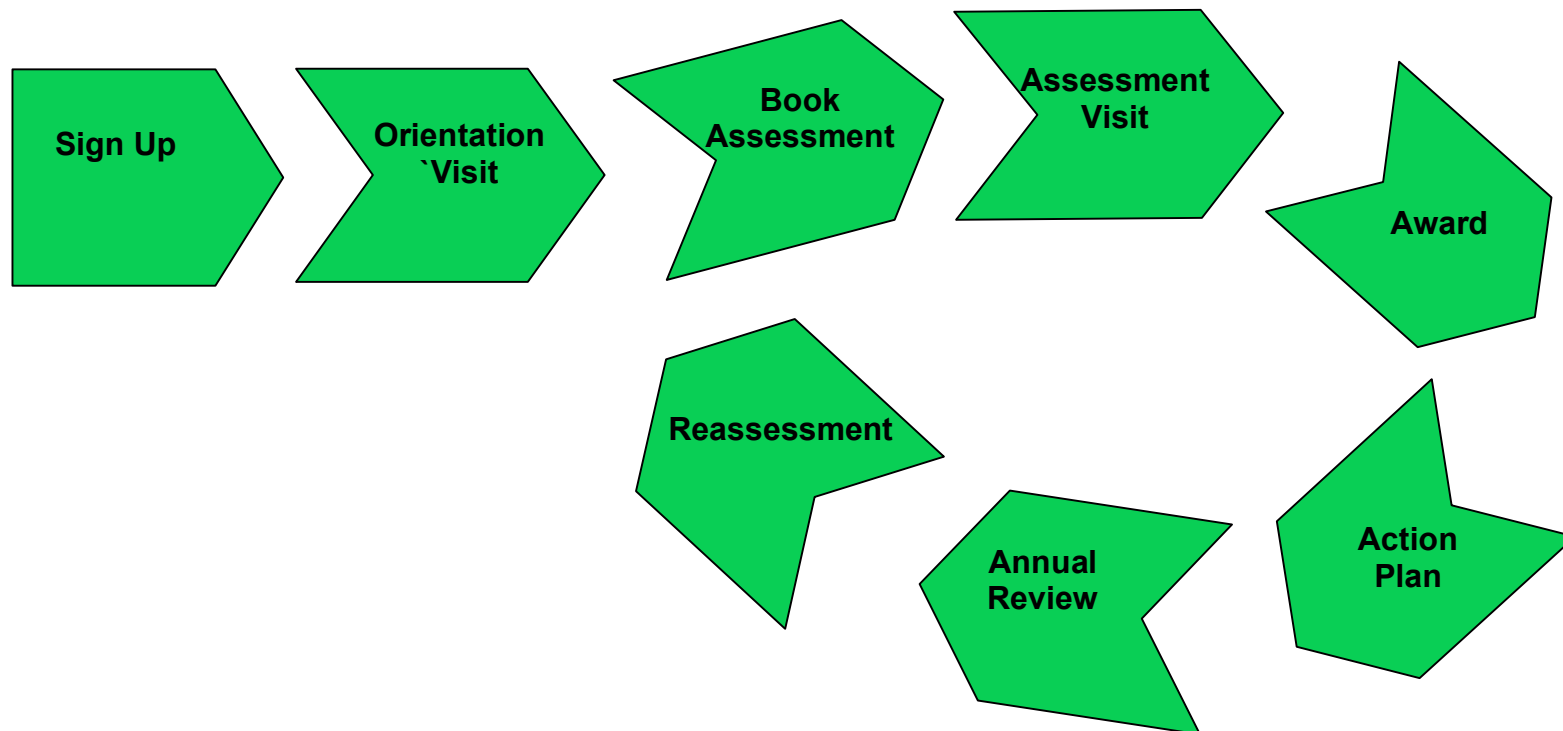
What if our IT Function is split across different sites?

Each applicant department will be assessed and accredited individually.

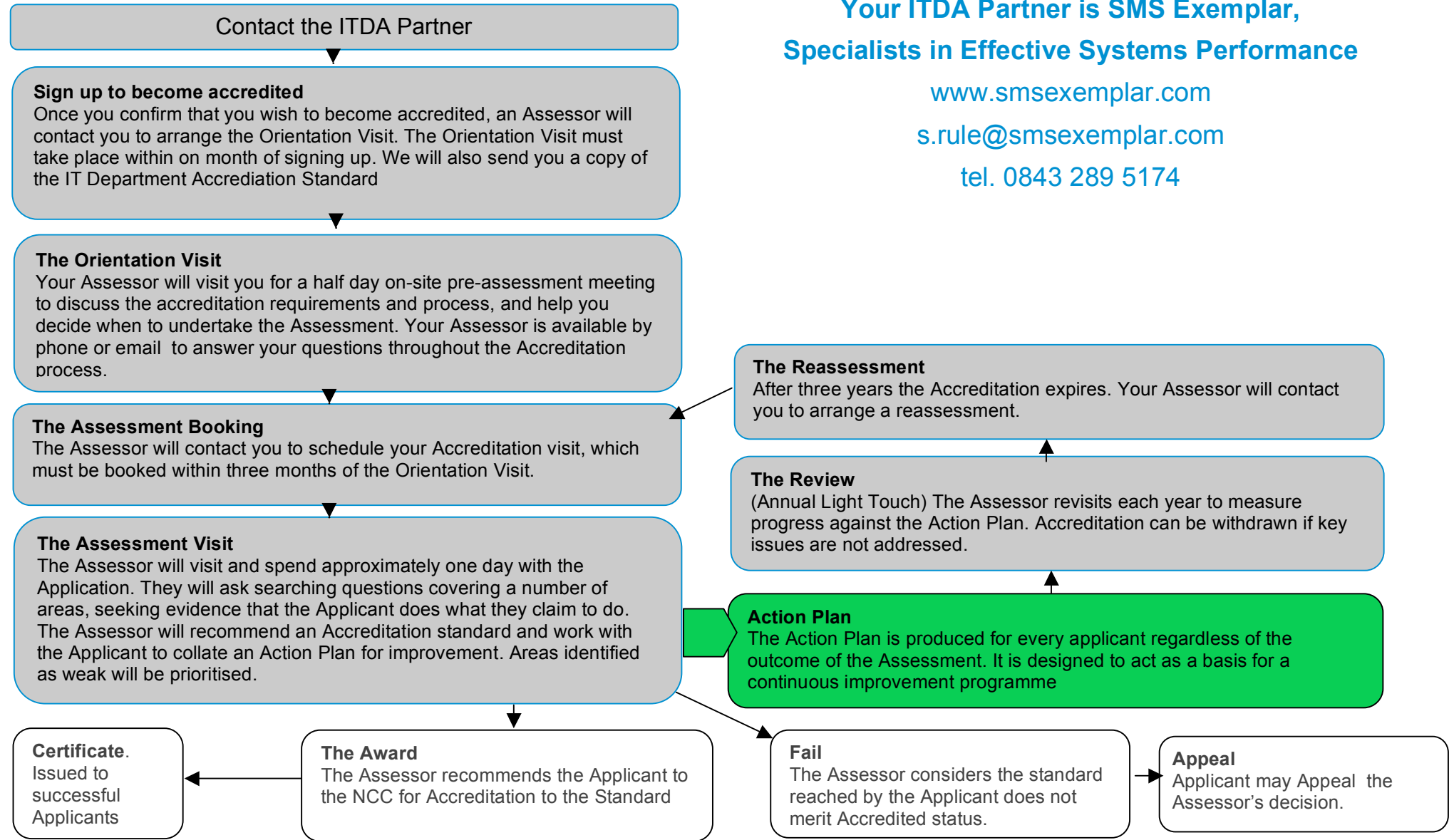
What if I disagree with the Assessment recommendation?

There is an appeals process – for details see www.ncc.co.uk. If successful, the appellant will be awarded an Accreditation Certificate

The ITDA Process



The Pathway to IT Department Accreditation



Your ITDA Partner is **SMS Exemplar**,
Specialists in Effective Systems Performance

www.smsexemplar.com

s.rule@smsexemplar.com

tel. 0843 289 5174