



**BENNETT GROUP INTERNATIONAL**

# Best Practice Engineering

*“Bringing a  
New Level of  
Service to IT  
Consulting”*

**IBM**  
Business  
Partner



**BENNETT GROUP**  
international

**440 Benmar Dr.  
Suite 3360**

Phone: 888 858-8193  
Fax: 281 272-2922  
Preferred.Client@bengroup.com

<http://www.bengroup.com>



BGI has developed a comprehensive Best Practice Reengineering Service (BPRS) to assess the performance, measure the cost and improve operations in an IT Center.

***The BPRS will:***

- Compare the performance of your IT Center with other IT Centers of your size and best practices using benchmark metrics from the Meta Group™
- Identify opportunities for improvements, and give you information that will help you establish and validate goals and objectives.
- Assist in the deployment of corrective actions and/or infrastructure upgrades.

As part of our comprehensive BPRS Measurements, we examine the following areas in depth:

- Hardware usage and service level indicators:
  1. Processors (total available vs. used capacity)
  2. Storage Devices (capacity, allocated vs. used and data aging)
  3. Tape Processing (size of library, mounts, and usage)
  4. Print/Report Processing (hard copy, on-line, and other)
  5. eBusiness and transaction performance measurements
  6. Batch (non-transaction) processing and throughput on all platforms
  7. Frequency of batch process failures and reasons for the failures



# BENNETT GROUP INTERNATIONAL

We examine the following areas (continued):

- Organization and staffing by functional classification, e.g., print pool, tape pool, console operators and schedulers, help desk, network, technical support, service delivery, etc.
- Expenses for salaries, technology (hardware and software), facilities and supplies
- The degree to which IT Center automation products are utilized
- Procurement practices for processors, disk storage, tape and print devices.
- Help desk:
  1. Number of calls
  2. Call abandonment rate and average call duration
  3. Number of calls per help desk professional.

## *Workflow Analysis*

After the Measurement and Data Collection phases we perform a workflow analysis in which we examine in detail the IT Center's work management processes and the use of tools to support those processes. Processes include: Problem Management, Change Management, Configuration Management, Service Level reporting, Process Scheduling and Automation, Configuration and Inventory Management, Report/Mail Distribution and Security Systems.

## *Measurement & Findings Report*

This initial BPRS study report will result in three deliverables: 1) A final presentation summarizing the results of the study; 2) A final written report describing our findings, conclusions, and 3) Recommendations; and detailed diagnostic reports.

The final report will be organized into five sections:

- Executive Summary - A brief summary of the report
- Background - A description of the BPRS methodology and a profile of your operating environment
- BPRS Measurement Analysis - The analysis of the performance of your IT Center relative to the other participants in the Meta Group database and to best practices
- Workflow Analysis - A discussion of the opportunities for improvements identified by combining the results of the BPRS Data analysis with the Workflow Analysis of the IT Center
- Summary of Recommendations - A summary of the recommendations stated or implied in this report.

## *Recommended Implementation Plan*

Once the BPRS Findings and Recommendations are presented to your IT management, BGI will prepare a recommended implementation plan using the feedback and direction given to us by your IT management leaders. This plan will include, high-level projects, time lines, resource and cost estimates.

## *Deployment Services*

Finally, BGI can provide mission support, project planning, project management and implementation services for any corrective actions identified by the BPRS process.

