

IT Service Management

Functional Alignment Services

ALIGNING YOUR RESOURCES FOR OPTIMUM PERFORMANCE

Functional alignment is the process of aligning an organization's human resources to optimize performance of business and operational functions. Its focus is to establish and communicate roles and responsibilities which minimize functional gaps, overlaps, and excessive handoffs between roles, departments and organizations.

For most companies, functional alignment isn't typically the primary business driver for organizational change. When successive organizational changes are made that do not account for functional alignment, the cumulative impact over time degrades functional integrity and reduces the ability to drive accountability to defined roles. The result? Decreased performance and quality of service delivery.

CRITICAL QUESTIONS TO CONSIDER

Is functional alignment a focus when your company plans organizational changes? Are roles and responsibilities defined in the context of standard functions, or the organization du jour? Are they clearly defined and understood company-wide? Are they documented and kept up to date? Do they drive accountability and responsibility to the proper roles, departments and groups? If you've undertaken organizational improvement initiatives that haven't moved you forward, considering these questions will provide a fresh perspective and insights into areas to improve.

THE ACUATIVE SOLUTION

Acuative's Functional Alignment Services offer ways to help you tune your organization for peak performance. Using our proven methodologies and specialized tools, we can rapidly execute and deliver a quality solution with precision and completeness. Our specialized tool kit includes RACI Matrix¹ with Analysis and Activation, and Mapping and Analysis of Roles and Skills.

Acuative's Functional Alignment Services bring cohesiveness to an organization's functional alignment by building:

Increased Clarity

Good role definition enables an organization to clearly articulate what it does to minimize dysfunction between departments and groups. Acuative's Functional Alignment Services facilitate the creation of clearly defined roles and responsibilities, ensuring enterprise-wide standardization by incorporating industry best practices.

Increased Accountability

Our services can help address functional gaps, functional overlaps, and excessive handoffs by clarifying for team members their specific functions and expectations of their jobs, encouraging them to take complete ownership of their roles.

An Integrated Enterprise

Our Functional Alignment Services can create the added benefit of reducing organizational silos. As roles and responsibilities become more aligned to execute business and operational functions in a cohesive manner, integration becomes more consistent across the enterprise.



Aligning your human resources to optimize performance strengthens your company's foundation, drives efficiency, reduces costs and improves customer satisfaction.

¹RACI is an acronym for Responsible, Accountable, Consulted and Informed.

SERVICE COMPONENTS AND DELIVERABLES

Acuative's Functional Alignment Services include:

Standard Components

Current State RACI Matrix with Analysis. Documents and validates organizational understanding of current state roles and responsibilities with respect to functions, establishing a baseline from which functional alignments can be communicated and examined.

Functional Alignment Assessment. In-depth review of current state functional alignment against industry best practices, with detailed findings and specific actionable recommendations for improvement.

Functional Alignment Plan. Actionable best-practices-based plan for implementing future state roles and responsibilities that enhance an organization's ability to execute business and operational functions in a repeatable, standard and optimal way.

Optional Components

- Current State Role Mapping
- Target State Role Mapping
- Skill Set Standardization
- Skill Assessment Framework
- Job Description Standardization
- Career Progression Model

ACUATIVE'S COMPLETE IT SERVICE MANAGEMENT PORTFOLIO

In addition to our ITSM Functional Alignment Services, we also offer a full range of complementary services:

Strategic Assessment Services. Best practices are utilized to assess needs and build an actionable roadmap in order to improve, optimize and mature services capabilities.

Policy and Process Services. We identify and implement the ideal policies, processes, procedures and workflows that will achieve predictable results and desired outcomes.

IT Service Management (ITSM) Tool Services. Seasoned experts analyze your tools and systems to define the most effective ways to provide and manage technical services.

Analytic and Reporting Services. We improve data quality issues, enhance competency and turn information into applicable knowledge to ensure your reporting delivers value.

READY TO LEARN MORE?

Call us today to bring better structure, accountability and effectiveness to your organization by optimizing your functional alignment and improving your overall services capabilities. **1.800.835.7687.**



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