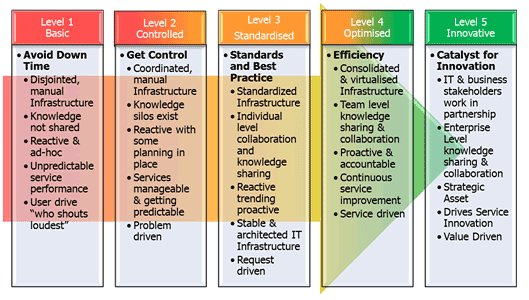
**Maturity levels**

The figure below gives an overview of the maturity levels along with some example behaviours for various capabilities within an organisation at each level.



**Level 1 basic: avoid down time**

* Disjointed manual infrastructure
* Knowledge not shared
* Reactive and ad-hoc
* Unpredictable service performance
* User driven "who shouts loudest"

**Level 2 controlled: get control**

* Co-ordinated manual infrastructure
* Knowledge silos exist
* Reactive with some planning in place
* Services manageable and getting predictable
* Problem driven

**Level 3 standardised: standards and best practice**

* Standardised infrastructure
* Individual level collaboration and knowledge sharing
* Reactive trending proactive
* Stable and architected IT infrastructure
* Request driven

**Level 4 optimised: efficiency**

* Consolidated and virtualised infrastructure
* Team level knowledge and sharing collaboration
* Proactive and accountable
* Continuous service improvement
* Service driven

**Level 5 innovative: catalyst for innovation**

* IT & business stakeholders work in partnership
* Enterprise level knowledge sharing and collaboration
* Strategic asset
* Drives service innovation
* Value driven

Before starting to complete assessments an IT organisation should review the list of Capability Assessments, their business drivers and on-going or planned IT projects.

The business drivers and IT projects list will assist the IT organisation to select and prioritise the list of capability assessments that are important to them today and should be completed.

Once the short list has been created the assessments should be completed and the scores recorded. Ensure that any evidence that supports the scores is also recorded or summarised in the Capability Assessment document.

The projects that the assessments either support or create should then be started. Once the project is complete, re-run the assessment so that increases in maturity can be recorded and the value of the projects verified.