



Audit – Know the Need

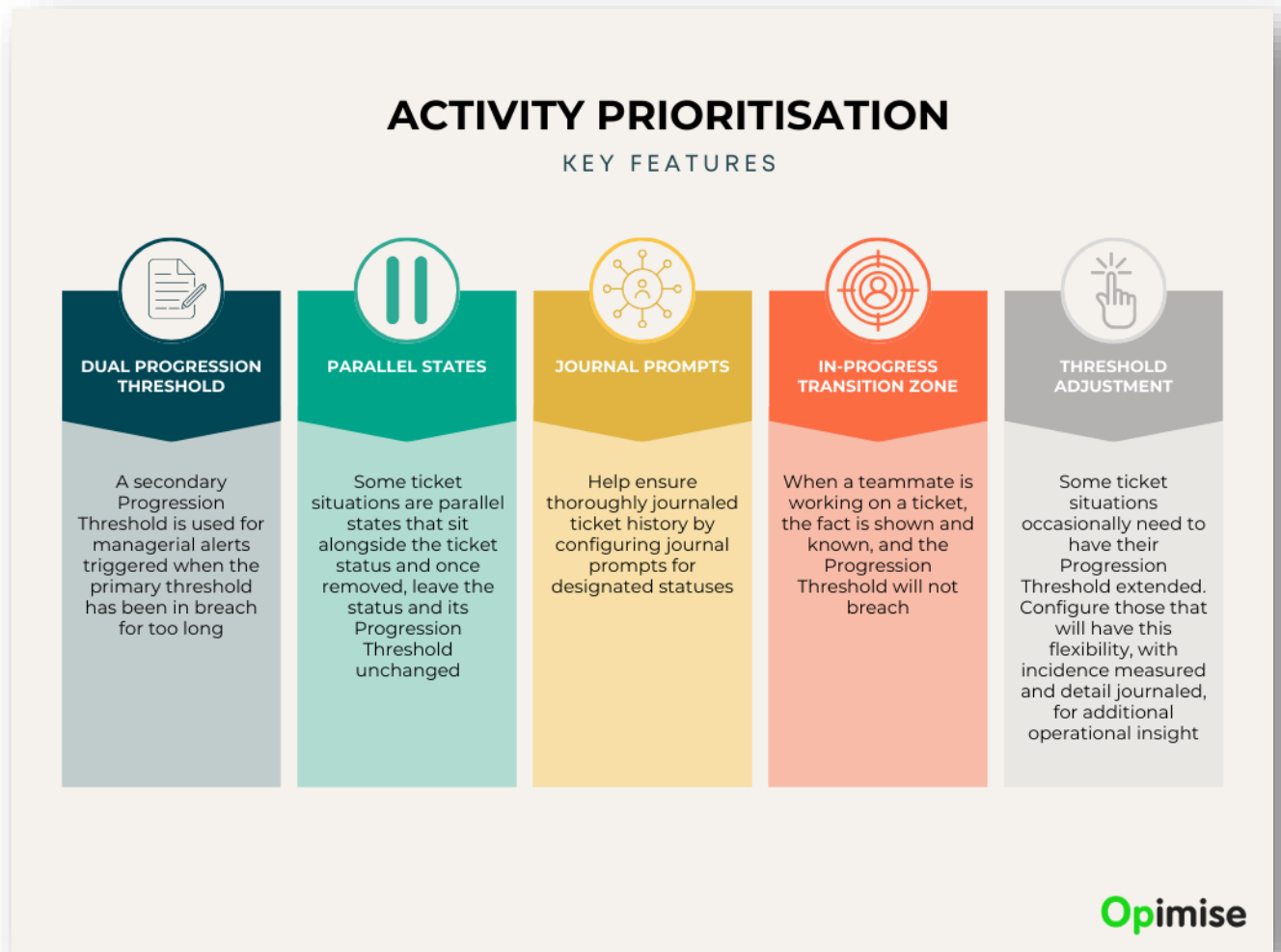
Here's what's included:

- A comprehensive audit like no other, identifying the extent of your support service operational shortcomings, issues, and constraints.
- Explanation of how tool-based practices for Flow Management overcome them all.
- Analysis is at all three levels - service, team, and team member.

Activity Prioritisation (AP) – Status Configuration Module

Here's what's included:

- The app includes Status Flow Metrics including Progression Backlog and Progression SLA.
- The app includes progression threshold period customisation for different levels of ticket priority.
- Both defined and prompt-based progression threshold period configuration.
- Analysis to determine your ideal status set based on the Focus Framework standard.
- Meeting to conclude what your final status set will be, plus their settings (settings can be adjusted at any time).
- Documentation for Change Enablement (change management).
- Standard Operating Procedure documentation - AP procedure only.
- Up to 4 transition workshops (four or more teams).
- Configure statuses and their settings.
- Configuration of requester update status change automation (“Action required” or “Attention”).
- Progression breach automation to a breach status.
- Status history view.
- Sandbox (test environment) assistance if required.
- All app updates over time.



Here's what's not included:

- A complete Standard Operating Procedure manual covering all divisional policies, processes, and procedures, separately for the Service Desk and upper support tiers. *We specialise in SOP documentation and can quote separately.*
- Pinpoint Expectations Management - configuration for communication of progression thresholds on a service portal.
- Advanced Activity Prioritisation – Progression Dashboards and Flow Management practices that surface high-priority activity other than progression breaches.
- Baseline “before and after” metrics.



Contribution Recognition, plus the basics of Advanced AP

Here's what's included:

- The app includes Role Management and Activity Flow Metrics for performance reviews including Role-adjusted Balanced Activity Level, and work start/ end.
- Advice on team Roles that cover all responsibilities. When managed as a rota through the app and with non-support days excluded from rolling average measurement, recognition of everyone's contribution is wholly accurate and fair.
- The app includes measurement of Assisted Progression.
- Progression Dashboard for standard practice progression points – SLA Breach Prevention and "Action required" for focus on requester updates, plus progression breaches to draw-in Assisted Progression.
- Documentation for your Standard Operating Procedure manuals.
- Sandbox (test environment) assistance if required.
- All app updates over time.

Here's what's not included:

- Other high-priority activity types – practices for Team Together asynchronous collaboration, Managed Chases, Rejected Tickets, and Support Appointments.
- Other advanced Flow Management practices – Continual Procedural Improvement, Flow Monitoring, Quality & Security Protection, and others.