



Pragmatica Innovations Service Model (PrISM)

Business Assessment

Overview



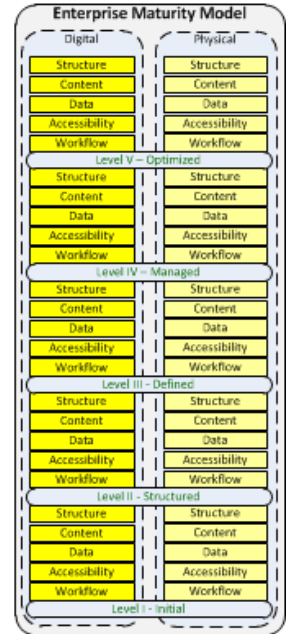
The assessment shows what information is available to do work, not how well the work is being done. Process improvement efforts benefit by insight into a standard naming structure, quantity and nature of available information. The establishment of an information structure based on the services allows process improvement to concentrate on the production of types of information in addition to focusing on how to accomplish a set of tasks. ***This ensures the information produced is usable by other processes and not just efficiently produced.***



FREE Business Assessment

A PrISM Assessment is the basis of a future vision.
In 2 hours you can see years ahead.

Contact our team at 757-250-2120 and setup an appointment or visit the website at www.go-prism.com/Assessment to get your free business back office assessment today.



Information is evidenced by content – the physical and digital objects that are located in the office and in the systems used by the services. All businesses use similar forms, documents and records for a particular service area. For example, Human Resources will always have employee record content in some form. Information maturity and performance is based on what service is being performed, at what level detail in the model, with what content and in what form either physical or digital.

The kinds of objects associated with each service are universal, but the mix of the physical and digital objects is business specific. Certain industries are going to be “paper offices” for the near future despite an overall trend to move to digital work. The “digital office” or “paperless office” will elude them because their partners lack the ability to exchange digital information or there is a legal requirement to create or retain paper documentation.

The back office service areas provide a business with controls (Strategy, Compliance) and mechanisms (Finance, Communication, Human Resources, System Resources) to continuously sustain (Administration) thier operations. Businesses produce outputs of tangible products, provide intangible services and many offer a combination. The nature of the industry along with the business mix of outputs will influence the type and content of information managed by a business.

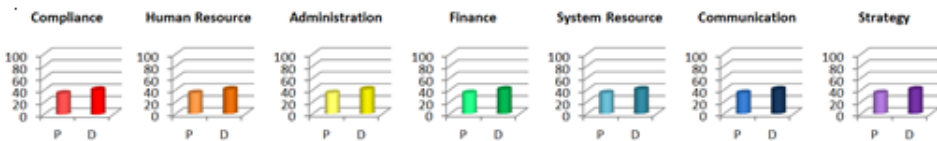
In the Pragmatica Innovations Service Model (PrISM) every business sustains its operations through the resources and guidance provided from the back office in the form of “services”. The model organizes them into Compliance, Human Resources, Administration, System Resources, Communication and Strategy. These categories describe ***a hierarchy of work and associated information representing over 130 back office services.***

PrISM may be used as an assessment tool to understand the information a business uses. Information management is foundational to the performance of the back office services. The PrISM assessment uses the upper layers, about one third of the PrISM Model, to support high-level analysis. When a business is compared to the model, it will establish the range of information the business manages to conduct its services.

Before we meet, the business will complete a short questionnaire to define the nature of its company and industry. Such questions as the number of employees, how many years in business, and number of back office personnel should be provided. Leadership, management and other key personnel should attend the kickoff so we may meet and address issues to support a rapid, but not disruptive assessment. It takes about 2 hours to make observations of the back office files, directories and interview personnel. When complete, we retire and conduct analysis off site and arrange to meet again at a future date to present the results.

Information will be assessed by measures which are Objective (same, similar, divergent, redundant), Subjective (good, bad), Quantitative (count, measure), and Qualitative (structured, ad hoc). We will determine how many services are identified in the business structure and how that matches to the name, purpose and association with the model. This is an indication of the transition effort required to better fit the model in terms of evolving the company information structure over time.

During the assessment, we will estimate the type and quantity of physical paper, storage space, files and the equivalent digital structures to estimate the content maturity for the particular industry and give a rough level of effort required to store, convert or baseline information.



Qualitative – Is it Structured, Standardized and Easily Accessible?



How do you Measure Up?



Quantitative - How much of your information is Digital or Physical?

PrISM Business Assessment Example

P=Physical
D=Digital

The results are provided as graphics, presentations, and a narrative summary. First, each **Service Area** is graphically presented as a pie chart with the physical and digital information mix presented as percentage. For each **Service Area** there will be a comparison of the content mix to other industry businesses. The second graphic presents an Enterprise Maturity Model (EMM) Scale and the collective position for the **entire company**. All of this is presented in a brief summary of the overall company position.

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