

Level 1

Level 2

Level 3

Level 4

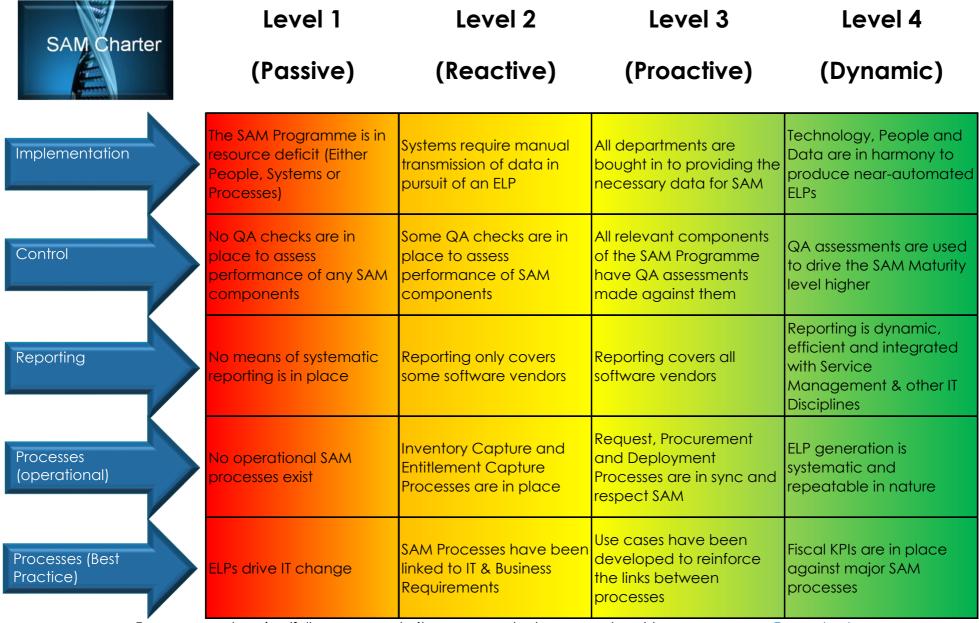
(Passive)

(Reactive)

(Proactive)

(Dynamic)

Governance	No engagement from Senior Management	Sporadic engagement from Senior Management	Structured Engagement	Strategic/Proactive engagement sought by Senior Management
	No defined scope for the SAM programme	Only certain vendors covered by SAM Programme	Coverage of SAM Programme exceeds 80% of IT estate	Coverage of SAM Programme achieves 100% of IT estate
Data	Data Sources are ill- defined and captured hap-hazardly	Data Sources are known and captured methodically	Data sources are integrated with the SAM Tool	Data sources have QA metrics placed against them for performance monitoring
Systems	Spreadsheets underpin SAM activity	A centralised repository for SAM exists	Inventory capture matches the agreed scope	QA metrics are in place to measure system performance
Policies & Procedures	No policies and procedures exist	Procedures are followed, but not documented	Procedures are documented and followed	Policies and procedures are documented, followed and QA checked for performance assessment



For a comprehensive/full process maturity assessment, please reach out to: rory.canavan@samcharter.com