Performance Management Maturity Assessment Service

To provide for effective customer collaboration, it is recommended that the Performance Management Maturity Assessment Service is delivered onsite by Riverbed Performance Consultants at the customer's primary place of business except initial planning, which is delivered remotely. This service requires consumption of five days of Travel and Expense Per Day using an additional 25 GCS Credits. The offering utilizes a consultative approach and practical framework to develop a realistic plan to move up the performance management maturity model. This plan is based on an assessment of current state and desired future state, a gap analysis of people, process and technology, and expert recommendations to close identified gaps.

The following table identifies the features included the Performance Management Maturity Assessment Service. Service features identified in the table below are further described in the Service Feature Definitions section of this document. Please refer to the offering menu for how many GCS Credits this offering consumes

Service Feature	Standard Offering
Assessment Planning	✓
Organizational Landscape	✓
Cross-Functional Team Workshop	✓
Critical Application and KPI Metrics Inventory	✓
Critical Application Risk Analysis	✓
Business KPI Metrics Analysis	✓
Riverbed Technology Adoption	✓
Performance Management Capability Analysis	✓
Performance Management Gap Analysis	✓
Performance Management Best Practice Guidance	✓
Executive Briefing Report	✓
Recommendations Roadmap	✓

To provide best service outcomes, strong customer participation is highly recommended. Participation should consist of primary business and technical stakeholders in customer's lines of business, application, infrastructure, network, and service desk departments who are ideally management, senior engineers, architects, and developers responsible for service delivery, application performance management, network performance management, and end-user experience monitoring.

Service Feature Definitions

Service Feature	Definition
Assessment Planning	Review business and technical requirements, and plan high-level activities required to accomplish the service. Includes preliminary IT architecture and current Riverbed deployment discussion.
Organizational Landscape	Understand the customer's organizational landscape, including senior management structure, lines of communication, assignment of responsibilities and coordination of team activities, targeted at identifying appropriate performance management best practice recommendations.
Cross-Functional Team Workshop	One onsite workshop session of up to 2 hours per team for up to 3 teams. The workshop includes understanding each team's capabilities based on a performance management maturity model with insights into team's KPI metrics for measuring business outcomes and critical applications. It is recommended that customer's teams include cross-functional representatives, such as primary business and technical stakeholders in lines of business, application, infrastructure, network, and service desk departments to provide a holistic view.
Critical Application and KPI Metrics Inventory	Identify up to 10 key critical applications for evaluating risk analysis and visibility into business KPI metrics, focused on quantifying the business value.
Critical Application Risk Analysis	Analyze, in collaboration with the customer, the business risks for the critical applications identified in the Critical Application and KPI Metrics Inventory based on the current state performance management capabilities and gaps.
Business KPI Metrics Analysis	Analyze the collected KPI metrics for desired business outcomes from the teams participating in the Cross-Functional Team Workshop and the critical applications identified in the Critical Application and KPI Metrics Inventory to assess performance management capabilities and gaps, targeted at visibility monitoring, tracking, and reporting to the business.
Riverbed Technology Adoption	Analyze the adoption of the currently deployed Riverbed products to evaluate areas of improvement for enhancing value from the investment.
Performance Management Capability Analysis	Analyze the current state performance management capabilities for the teams participating in the Cross-Functional Team Workshop for supporting business outcomes utilizing IT performance management.
Performance Management Gap Analysis	Analyze and highlight current state performance management gaps based on a maturity model, focused on process, skills, people, governance, service management, tools and KPIs.
Performance Management Best Practice Guidance	Provide a guidance and knowledge transfer session of up to 3 hours on essential Riverbed performance management best practices for effectively progressing along the maturity model in the organization.
Executive Briefing Report	Report on key areas of potential improvement and best practice recommendations, including a maturity model progression comparing the current and desired future state analysis.
Recommendations Roadmap	Recommendations roadmap summary with a phased progression of recommended next steps to reach the desired future state.

Invoicing and Pricing

For pricing information, please contact your Riverbed Global Customer Success representative at gcs-credits@riverbed.com or learn more at riverbed.com/gcs-credits.

If you are purchasing directly from Riverbed, additional terms and conditions applicable to invoicing and payments are set forth in the Agreement. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative for details on invoicing, payment, and fees.

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