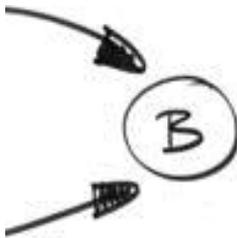# Service Portfolio Audit

Service portfolio audit means critically analyzing existing services. You obtain information about the costs and the effectiveness of existing methods. This information makes the decision easier on which services should be provided in the future to what extent, at what quality and to which target groups.

A comparison in practice with other audit approaches reveals that service audits are far more effective and efficient.

Typical Cases
- Type and scope of services have changed.
- Performance expectations have increased.
- Budget shortfalls require the optimal use of funds.
- There is a lot of political pressure.
- Adjustments have to be made due to technical progress.
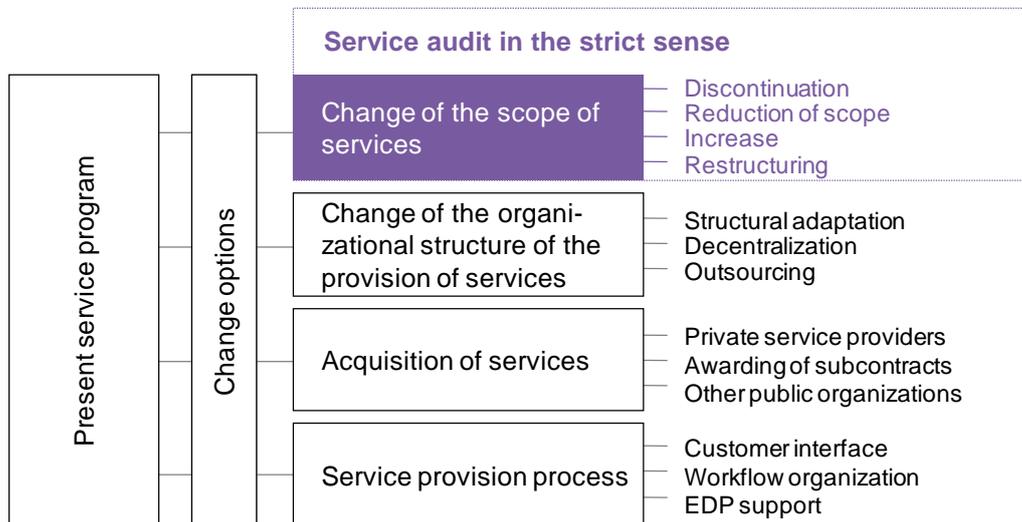- Employee expectations have changed.

Benefits

Service portfolio audits have proven to be far more effective than other audit approaches. Their basic advantage is that they cover the entire organization and thus avoid inefficient partial optimizations. They thus form a very solid basis for further audit steps and therefore should precede these.

Service portfolio audits respond to two fundamental challenges:
1. What services and emphases allow the political mandate to be fulfilled in the best possible way (effectiveness aspect – evaluation of objectives)?
2. How can these services be created in the most economic way (efficiency aspect – evaluation of implementation)?

Options for Developing the Service Program

Service audit in the strict sense

Present service program	Change options		
		Change of the scope of services	Discontinuation Reduction of scope Increase Restructuring
		Change of the organizational structure of the provision of services	Structural adaptation Decentralization Outsourcing
		Acquisition of services	Private service providers Awarding of subcontracts Other public organizations
		Service provision process	Customer interface Workflow organization EDP support

We support you by …

– clarifying the framework conditions and objectives of the service audit together with you.

– compiling and systematizing the service catalogue for each organizational unit.

– carrying out actual costing per service (on the cost center and cost unit level, e.g. as a one-time costing).

– presenting the personnel resources and the operating expenses per service.

– presenting the pros and cons of relevant change options.

– facilitating evaluation retreats.

– planning and accompanying the step-by-step implementation of the service program changes.