

TechOps Audit.

Complete the table to get clarity on where your greatest opportunity is for efficiency, consistency and scale. Focus efforts in the areas with the largest deltas between current and desired future ratings, prioritizing the opportunities from top down. It is helpful to identify an owner for accountability and to track progress to your desired rating.

	CURRENT RATING 0-5, 5 strongly agree	DESIRED RATING 0-5, 5 strongly agree
SERVICE MODEL We document and communicate our client service model(s), so we know what to operationalize, and so our client segments know what to expect. We rarely work unproductive, one-off projects.		
BUSINESS PROCESSES We have written Standard Operating Procedures (or SOPs), either checklists or workflows, that allow us to track and report on all activities happening in our firm. Everyone knows the tasks they are responsible for, and nothing falls through the cracks.		
STAFF We have the right roles assigned to the right people, appropriately distributed so our workflows run at the optimal level. Our entire firm adopts our workflows/SOPs.		
CLIENT EXPERIENCE Our technology and operations enhance the client experience for our ideal client persona and reinforces our value proposition.		
DATA INTEGRATION We have a data source of truth, or “HUB”, for which the spokes, our technology, are all integrated. We have minimal to no data re-entry between systems.		
AUTOMATION Automated, integrated technology is built into our workflows, so that we have minimal to no manual steps between systems. We stay up to date with automations available to us by our technology providers.		
PARTNERS We have industry partners and technology vendors that simplify our operations. (Examples: SEI, Virtual Assistants, Marketing Ops)		
ADAPTABILITY We are innovative and evolve with our TechOps. We meet on a regular basis to review and assess our workflows and technologies as needed.		



Information provided by Independent Advisor Solutions by SEI, a strategic business unit of SEI Investments Company (SEI).

Visit www.sei.com/growthlab, for actionable practice management advice and tools.