

Hybrid IT Management Transformation Workshop

We live in a hybrid world—a world where internal IT is, on one hand, one of many possible providers, and on the other hand, the traditional custodian of the enterprise's digital capabilities.

Hybrid IT Management Benefits

- **Velocity:** Streamline relationships with both the business and across internal domains to improve the velocity of service delivery
- **Control:** Safeguard the enterprise without inhibiting agility and innovation
- **Optimize:** Continuously improve the value of your services to deliver faster, better, more safely, and more cost effectively

The Hybrid IT Management Challenge

In such a world, lines of business are empowered while internal IT is challenged. How can IT possibly modernize technology; shift to hybrid delivery; manage a multi supplier ecosystem; adopt DevOps; help the business leverage mobility, Big Data, or the internet-of things; and keep the lights on, contain costs, and mitigate risks all at the same time?

If your IT organization is like most, the natural tendency would be to throw technology at the problem. But while technology is an essential ingredient, it is not, in and of itself, sufficient. You need a holistic approach, addressing not just technology but also organizational aspects, architectural considerations, multi sourcing, process changes, and the capacity of your organization to transform. This approach must also allow you to simultaneously have a long-term vision and deliver results quickly.

The Transformation Workshop Concept

The Micro Focus® Transformation Workshop concept has been accepted internationally as the authoritative guide to address IT challenges.

The workshop is attended by key client decision makers and stakeholders and facilitated by senior Micro Focus consultants.

What if—before taking your next step—you could see into the future and quantify the opportunities and risks? What if it would be clear what you can achieve between now and the next three to twelve months—and how you could achieve it? The Transformation

Workshop is a unique, slide-free, and practical walk through that makes this possible in only a day.

The Transformation Workshop can help you to:

- Realize the scope, scale, and critical success factors for your multi-supplier and service integration project
- Identify quick wins that generate momentum
- Gain stakeholder buy-in and create staff support to any existing IT transformation project
- Leverage frameworks such as ITIL, COBIT, and TOGAF
- Lay out your next steps in an easy to understand roadmap
- Make informed strategy decisions related to value centric end-to-end service delivery

Nine Zones, One Goal: Experience Hybrid IT—Live

To give you more insight into the critical success factors and stages of an IT transformation, the Hybrid IT Management Transformation Workshop demonstrates our approach by taking you through ten zones on the road to success.

Zone 1: Setting the Scene

What is your corporate vision, what are your priorities and what benefits are you seeking? What business initiatives do you want to support with your project? How can your business benefits be realized?

“The Transformation workshop defined where we were, and where we wanted to go. After three months of effort...took us further than attempts with consultants over 18 months.”

IAN GRIFFITHS

Director of Strategic Partnerships
Nottingham Trent University

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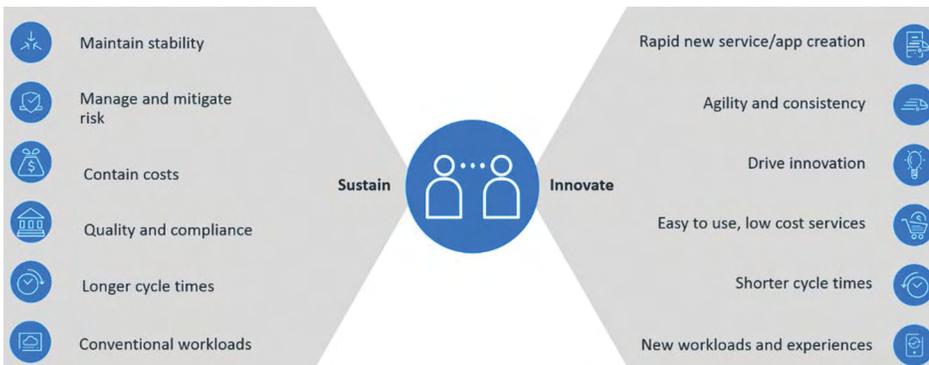


Figure 1. The two faces of the IT mission statement

Zone 2: What is Hybrid IT Management?

Examining how digital transformation and new consumption models are impacting IT management and what is required—from the perspectives of both platform and approach—to deliver services in a hybrid, multi-mode, multi-supplier ecosystem.

Zone 3: IT Value Chain Capabilities

Introducing the IT value chain concept, discuss how this concept is realized within an IT organization and what is needed to achieve this. We look at the recursive nature of IT management, the business of IT, and how the IT service evolves in the IT value chain.

Zone 4: Data Architecture

Information about how the IT organization is performing and how its services are experienced are crucial in managing IT. We discuss the information objects required for an IT organization to function and how this information is used to provide insight into the functioning of IT.

Zone 5: Application Architecture

Like any business, the Business of IT requires a set of applications to function. We discuss what type of systems are required to manage the information.

Most companies find they own a large number of applications overlapping in functionality. We discuss how to assess each of these applications to come to an optimized portfolio.

Zone 6: Transformation

What structure is needed to successfully manage IT? We look at how governance helps to organize the work and controls the output of activities. We discuss the management of organizational change to achieve this setup and the coordination of activities to ensure a successful transformation.

Zone 7: Sourcing and Delivery Options

With the changing technology, it becomes possible to source business systems from various sources. This is also true with the business

of IT. We discuss the impact of sourcing options on the delivery of the IT products.

Zone 8: Benefit Management

Measurement activities are key in demonstrating that the identified goals are being met. This zone describes how working within a controlled environment with a service improvement cycle, demonstrates success, and identifies areas for ongoing enhancements.

Zone 9: Roadmap

This zone delivers your IT transformation roadmap. We will discuss the specifics of your current situation and your long-term vision. We will use what we have learned earlier to prioritize initiatives and identify the time frame in which they need to be addressed.

Become an Agile Enterprise

Reinvent: It takes an agile enterprise to learn swiftly and continuously to close the expectation gap between what your customers expect and what your enterprise can deliver. It is an enterprise (business or government) that embeds technology into everything it does, or delivers in order to out-serve citizens, partners, employees, and clients. Today, your customers and constituents expect everything in an instant. In the interconnected world of today, they require products, services, and information faster and more reliably than ever before. An agile enterprise delivers differentiated competitive advantage and serves customers, employees, partners, and citizens with whatever they want and need.

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