MICRO FOCUS®

IT4IT Solution Discovery Workshop

Drive value, increase effectiveness, and accelerate your Digital Transformation initiatives.

IT4IT Solution Discovery Workshop at a Glance:

Digital transformation has become a necessity for enterprises whose ability to run and grow their business successfully is predominantly determined by the maturity and agility of their IT environment. The Micro Focus IT4IT Solution Discovery Workshop is designed to structure and accelerate this transformation, leveraging the IT4IT Reference Architecture, a modern framework for managing the Digital Enterprise. Let Micro Focus help you to align your IT capabilities in support of the fundamental use cases that the Digital Enterprise must excel in.

Continuous and rapid innovation, control over security risks, and improving the customer experience. These are just some of the common business drivers across companies in the digital enterprise era that require a timely and effective digital transformation.

Digital transformation initiatives such as moving services to the cloud, transitioning IT to a Service Broker role, and implementing DevOps and SecOps are recognized as essential. However, planning and controlling the execution of these initiatives can be a challenge. Existing IT capabilities aren't geared towards facilitating this new way of doing IT and many organizations aren't prepared to drive these initiatives to a successful conclusion.

The pressure to act is high, but where do you start? How do you turn this into a manageable challenge that enables you to achieve a clear view of your current state, identify and prioritize bite-sized initiatives, and then construct a roadmap towards the desired state—one where the emphasis is on overall alignment versus local excellence?

The Micro Focus® IT4IT Solution Discovery Workshop from Micro Focus Professional Services is designed to help you leverage the IT4IT Reference Architecture to understand where you are today in terms of pain points and organizational and technological maturity in the context of this framework. This information is aggregated into IT use cases that matter to your organization. It is also translated into a roadmap for IT initiatives to address your business drivers and accelerate the pace at which you realize your digital transformation.

Service Overview

So how does the IT4IT Solution Discovery Workshop help you develop a structured approach to achieving your digital transformation? Starting with a review of your business drivers and your ongoing or planned IT initiatives, we determine the scope for an assessment of the current state of your IT, at the level of each IT4IT functional component. Then, together with your process owners and subject matter experts, we run a series of workshops to perform a deep dive into the current state of the focal points that we uncovered in the assessment.

Next, we identify recommended initiatives, along with a value assessment, and present them to your senior management. From there, we work with you to create an actionable roadmap that establishes a timeline for the prioritized initiatives. We also outline the expected results upon completion, thereby establishing the basis for an ongoing dialogue on how Micro Focus can help you execute on that roadmap.

Figure 1. Transformation initiative roadmap & future state

IT4IT and the Micro Focus Master Use Cases

The foundation for the IT4IT Solution Discovery Workshop is the IT4IT Reference Architecture, the industry standard model that structures the management of IT into four value streams and within that into functional components with the objective to bring alignment into how IT in the Digital Enterprise is managed from strategic to operational level. Micro Focus has defined Master Use Cases that flow across the four value streams defined within IT4IT. The maturity of these use cases from an organizational and technological perspective is essential to being able to deliver speed, agility, security, and insight—four aspects that IT needs to excel in to enable the business to compete in a digital world.

The Micro Focus Master Use Cases provide a layer on top of IT4IT that facilitates connecting your business drivers to the more granular level at which the IT4IT functional components are defined. They help you group your IT initiatives to deliver improvement on a use-case level.
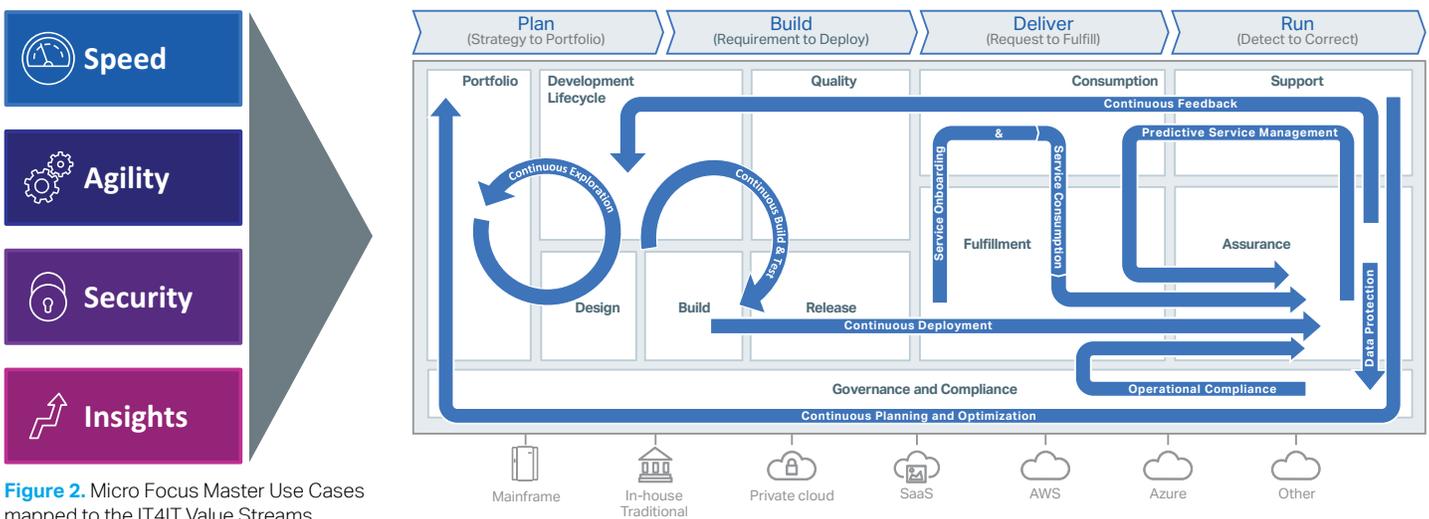

Figure 2. Micro Focus Master Use Cases mapped to the IT4IT Value Streams

Service Description

The IT4IT Solution Discovery Workshop delivers:

- Identification of Master Use Cases that are essential to your organization in achieving a successful digital transformation.

- An assessment of the current state of your IT organization and capabilities on these dimensions: organizational effectiveness, technological maturity, and pain level. These are represented at the level of the Master Use Cases as well as the IT4IT functional components.

- Identification of the IT4IT functional components that need improvement and on which aspect(s), as well as aggregation of this information into the Master Use Cases.

- A prioritized list of bite-sized initiatives to improve IT4IT functional components that will help you accelerate your digital transformation, along with an assessed business value for each initiative.

- An IT4IT Technology Blueprint that maps Micro Focus technology solutions to IT4IT functional components.

- A roadmap for recommended initiatives to address pain points by evolving organizational effectiveness and the technology that will most effectively accelerate your digital transformation.
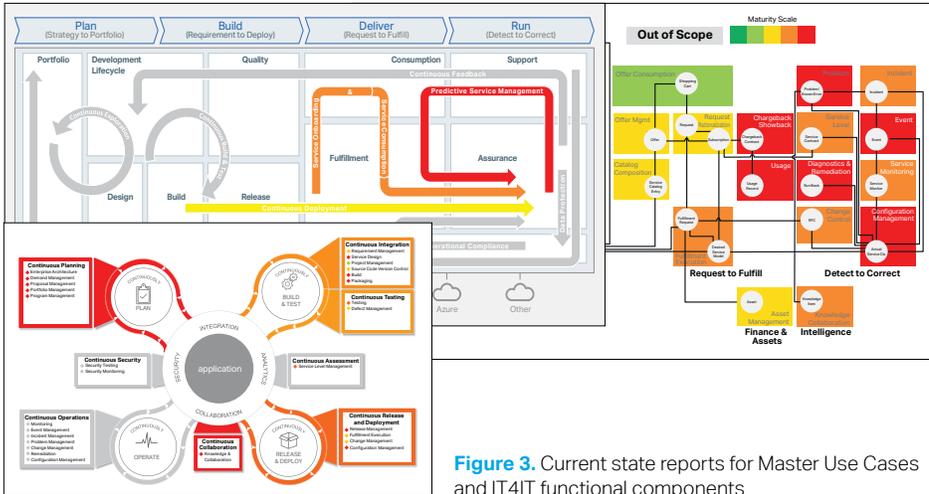
Figure 3. Current state reports for Master Use Cases and IT4IT functional components

identified. In addition, the essential Master Use Cases for your organization are identified and are used to set the scope for a current state assessment.

Depending on the agreed duration for the engagement, current state information can be collected by means of an extensive questionnaire or through an accelerated assessment method where assessment scores are directly derived from stakeholder interviews.

As an optional step, preliminary findings based on the collected data can be reported back to the engagement sponsor for review, prior to running workshops. The engagement concludes with an extensive review of the findings and recommendations and agreement on next steps.

Engagement Structure

The sample timeline below outlines the setup of the engagement.

]Through interviews with key stakeholders in your organization, the key business drivers and associated existing or planned IT initiatives are

	Process Review	Business Discovery	Response Package	Pre-Arrival Checkpoint	Workshops	Deliverables	Presentation	Next Steps
			(OPTIONAL)	(OPTIONAL)				
DESCRIPTION	Review roles & responsibilities. Define people to be interviewed.	Define Business and IT Initiatives and goals. One to one interviews with stakeholders.	Sponsor/stakeholder distributes questionnaires as applicable and collects responses.	Review preliminary results and confirm workshop logistics.	Micro Focus leader facilitates onsite workshops with corresponding process managers.	Micro Focus team builds the deliverable, with recommendations and value assessment.	Micro Focus presents findings and recommendations and establishes an on-going dialogue to prioritize projects.	Agreement on next steps.
TIMELINE — LONG	1 hour	1½ h onsite	5 days for customer to complete responses	1 hour	1–2 weeks onsite	1 week	½ day onsite	
TIMELINE — SHORT	1 hour	1½ h onsite			1–2 days onsite	1 week	½ day onsite	

Figure4. Engagement timeline & activities

Benefits

The IT4IT Solution Discovery Workshop helps you:

- Fully adopt and optimize your IT Transformation initiatives and align them with your business drivers.
- Leverage your investments in Micro Focus products and expand your capabilities as appropriate to meet your vision and goals.
- Prioritize your core use cases and maximize the value delivered.

Related Service Offerings

Transformation Workshops

Micro Focus Professional Services Transformation Workshops are slide-free, 360-degree analysis sessions that include technologies, people, and processes. It's a 1-day investment that can deliver clarity and alignment of initiatives across your different stakeholders.

Model Office

An "art-of-the-possible" environment with real-life use cases, built with Micro Focus best practices, to showcase a real-world implementation and validate customer requirements and scope.

The Micro Focus Professional Services Difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

- Proven Micro Focus software solution implementation expertise.
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Technology-agnostic implementation approach with no vendor lock-in and no rip-and-replace.

Learn more at
Micro Focus Professional Services

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