

IT4IT Management Transformation Workshop

The IT4IT value chain lens is the prescriptive standard for running the business of IT. Our IT4IT services refine your IT operating model with a focus on generating customer value.

IT Management Benefits

Collaborate: Streamline relationships with both the business and across internal domains to improve the velocity of service delivery.

Insight: Improve the quality of the information of service cost and performance to gain value with better decisions and increase transparency to the business.

Optimize: Continuously improve the value of the service and deliver what the business is requesting.

The IT Value Chain

A value stream is a set of activities that create value in response to what users and the business need. Examining what IT does according to the value IT delivers can help you to define high performance in terms of meaningful results. The four essential streams of IT value delivery that we identified span a key set of activities that create tangible value for your IT users.

From strategy to portfolio—provides a framework to revamp the way you develop your IT service strategy and manage your IT services portfolio and investments. By taking an end-to-end view of the portfolio, you gain much better visibility into key components that are often overlooked during IT portfolio-planning activities.

From requirement to deploy—provides a framework for creating or sourcing a new service (or modifying an existing one) supporting new methods like DevOps and Agile. The goal is to ensure predictable, cost-effective, high-quality results in whatever IT delivers to the business.

From request to fulfill—provides a framework to create a single consistent catalog and easy consumer experience for connecting various IT consumers with the goods and services they need. As such it plays an important role in helping your IT organization transition to a service broker model for internal and external IT offerings.

From detect to correct—provides a framework to keep IT services operating at agreed-upon levels, getting back on track as quickly as possible when things go wrong. Furthermore, it aims to proactively understand operational risk exposure and avoid problems in the first place.

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 multisupplier 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 IT4IT—Live

To give you more insight into the critical success factors and stages of an IT transformation, the IT4IT™ 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?

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.

“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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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.

Learn more at
www.microfocus.com/it4itconsulting