

IT Service Delivery Strategic Improvement



Greymark Inc.

IT Service Delivery Improvement

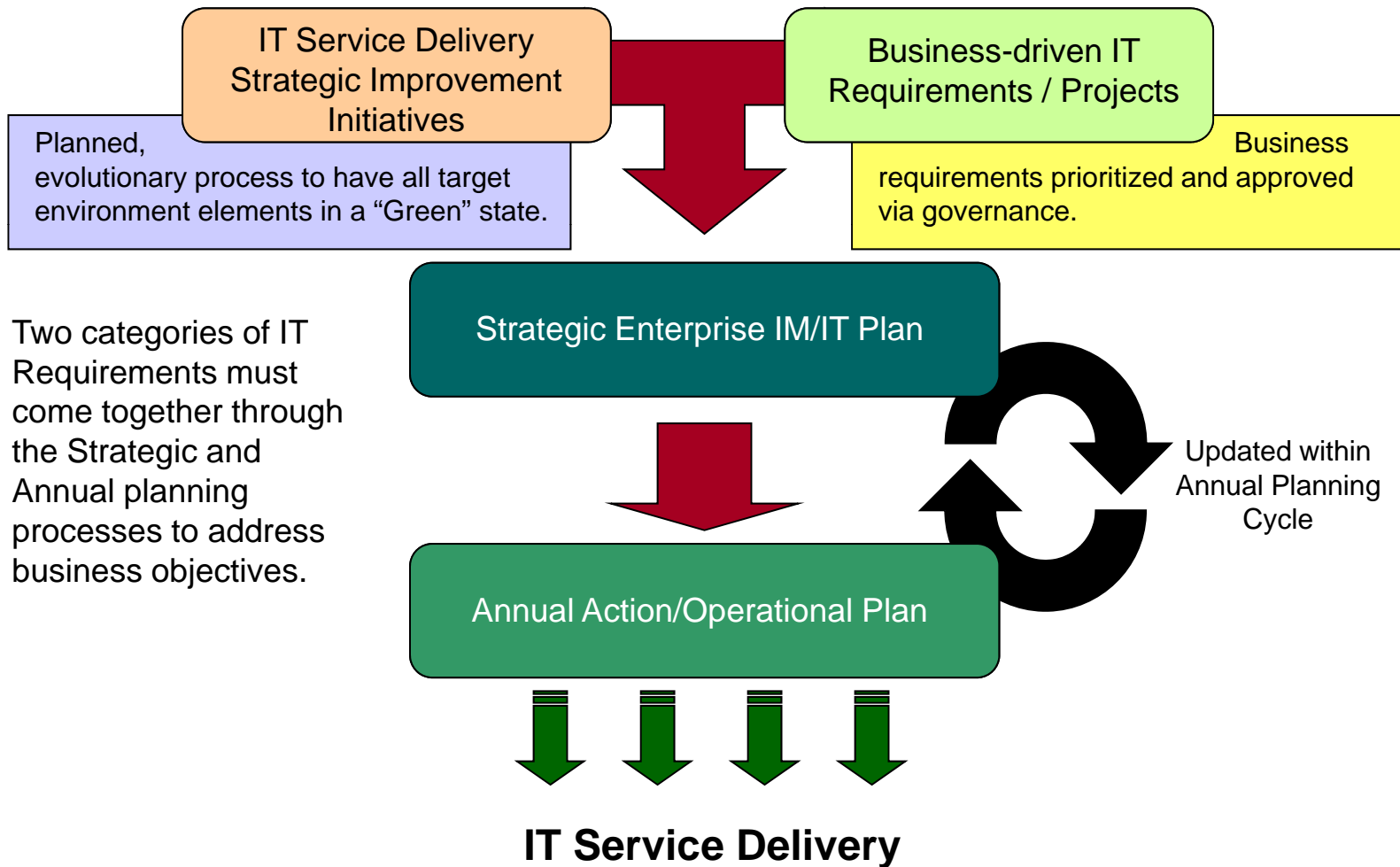


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- **IT Service Delivery is:**
 - Delivery of products and services to meet business requirements
 - Improvement of the IT environment to make service delivery more effective, efficient and sustainable.

- **Our Strategic Improvement approach is an assessment and planning framework.**
 - Our Strategic Improvement approach focuses on improvements to the IT service delivery environment to make service delivery more effective, efficient and sustainable.
 - We help you ensure that IT Service Delivery is an all-inclusive IT service capability that is maintained and optimized to meet the ever-changing business needs/drivers that rely upon it.
 - Our approach aligns with your annual planning processes to identify and gain approval for the right mix of business initiatives and IT improvement initiatives within the allotted budget. The combination of these two streams provide the right strategic mix for the enterprise to realize the maximum gain from the utilization of technology, and help IT drive business strategy.
 - Our approach is accompanied by tools that simplify assessment of the IT environment, aid the planning process and enable reporting of results.

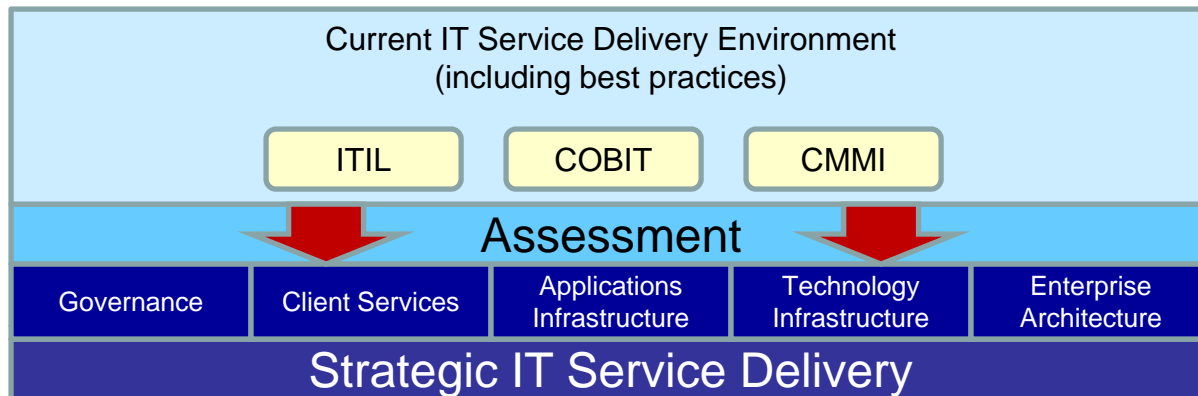
The Strategic Mix of Business and IT



Two categories of IT Requirements must come together through the Strategic and Annual planning processes to address business objectives.

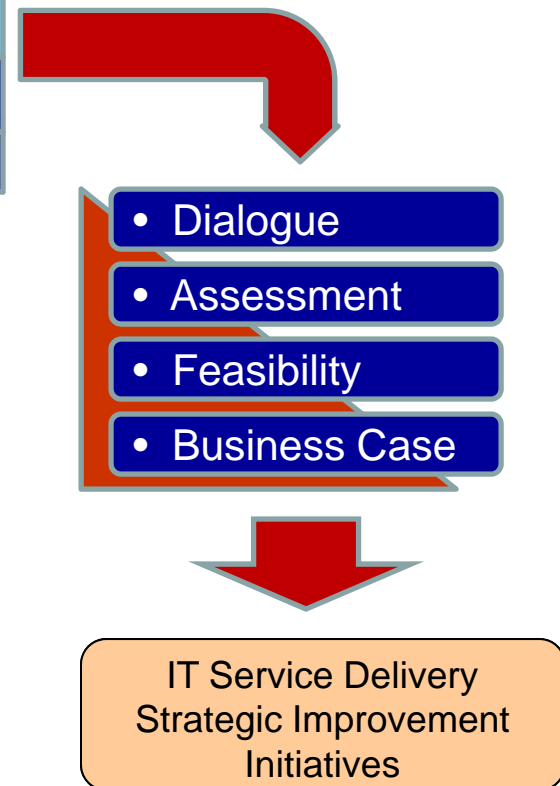
Getting There

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Three Step Planning Process:

1. Report Card assessment of the entire Current IT Service Delivery environment against a best practice model, identifying improvement initiatives.
2. Justification (Analysis, Feasibility Studies and Business Case Proposals) for those improvement initiatives that warrant further investigation.
3. Review of all IT Business Cases (IT Improvement and Business Requirements) within the planning process.



Our Tools - Strategic IT Service Delivery



Best practice model used to assess the current IT Service Delivery Environment.

IT Category	Elements				
Governance	Governing Principles	Decision Processes	Planning	Principles/ Policies	Project Management
Client Services	Service Request Management	Help Desk	Change Management	IT Security	Client Service Automation
Applications Infrastructure	Applications Development	Applications Maintenance	Web/Content Management	Application Portfolio	Quality Management
	Application Standards	Application Tools	Application Methods	Application Techniques	Change Management
Technology Infrastructure	Technology Strategies	Data Centre Management	Service Delivery	Release Management	Change Management
	Configuration Management	Asset/Inventory Management	Licensing Management	Procurement Management	Technology Standards
	Software Management	Infrastructure Monitoring	Technology Techniques	Technology Innovation	Backup/ Recovery/ Restore
Enterprise Architecture	People/ Sourcing Model	Architecture Management			

Five categories based on Gartner Group® pillars.

Our Tools – Report Card



The Report Card View of the IT Service Delivery Elements

Current State = (Green-in place and working well; Yellow – in progress/needs attention; Red – not working properly)

Element	Description	State	Transition/Comments
Governance	IT Governance within an organization defines who needs to be involved in decision making, what decisions need to be made, and what principles will be adhered to when making those decisions.		
Governing Principles	The CIO organization requires Mission, Vision and Value statements that provide overall guidance and direction in delivering IT services to the Enterprise.	Yellow	Work in progress.
Decision Processes	The decision processes define who is involved in making decisions about how IT will provide service to the organization, and how they make those decisions.		
<ul style="list-style-type: none"> ▪ Committee Structure 	<p>The Enterprise requires a committee structure for IT decision making that includes, for example:</p> <ul style="list-style-type: none"> ▪ Management Committee ▪ IT Governance Committee ▪ IT Business Planning Committee ▪ IT Standards & Architecture Committee <p>These committees must be business driven and the membership must take an active role to ensure that IT effectively performs its role in delivering services to the business.</p>	Yellow	This is in the early stages. Terms of Reference have been established for the committees and the chair persons agreed to.
<ul style="list-style-type: none"> ▪ Investment Management 	An effective and balanced framework whereby management participating in IT investment decisions can understand the base cost of IT service delivery within the enterprise, the priority and importance of individual decisions to the sponsoring business unit and the enterprise as a whole, and the return that will be realized from each investment decision. The investment management framework must address the need for a stable budgeting environment for IT expenses, whereby there is an established “A” base, and an effective means to attribute funds to projects throughout the fiscal year.	Red	Some progress.

Improving Strategically with Greymark



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- Our Strategic Improvement approach enables organizations to move strategic IT improvement initiatives into the business planning realm, and even help drive business strategy.
- Our Assessment and Report Card approach is the fastest way to get the “big picture” view of the state of your IT Service Delivery environment – days not months.
- We assist the prioritization and selection process with workshops and templates.
- We have experience in the development of IT strategies, and IT strategic and operational plans.
- We understand Government of Canada planning and reporting practices, and the linkages to IT Service Delivery.
- Our teams have the experience to help you take IT service delivery to the next level within your organization.



Let's Talk

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Please contact us to discuss your IT environment and how our IT Strategic Improvement approach and tools can help you improve IT service delivery in your organization.

Contact:

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