

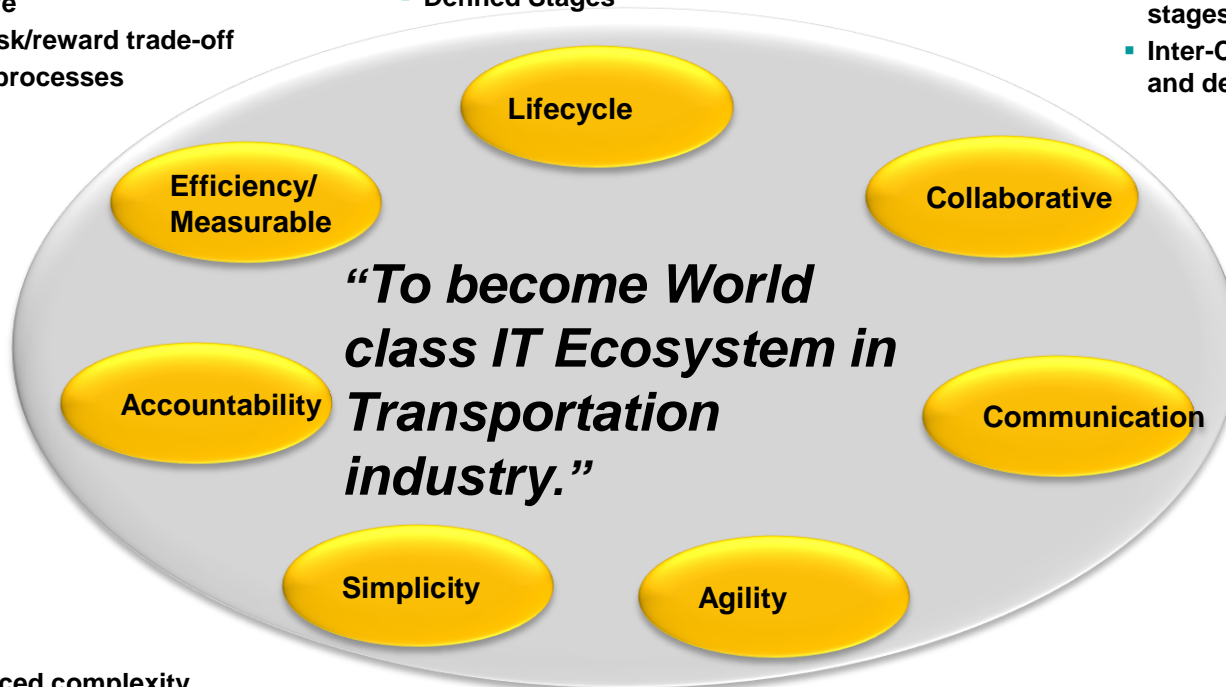


# **IT Strategy and Planning**

# Overall Company Vision??

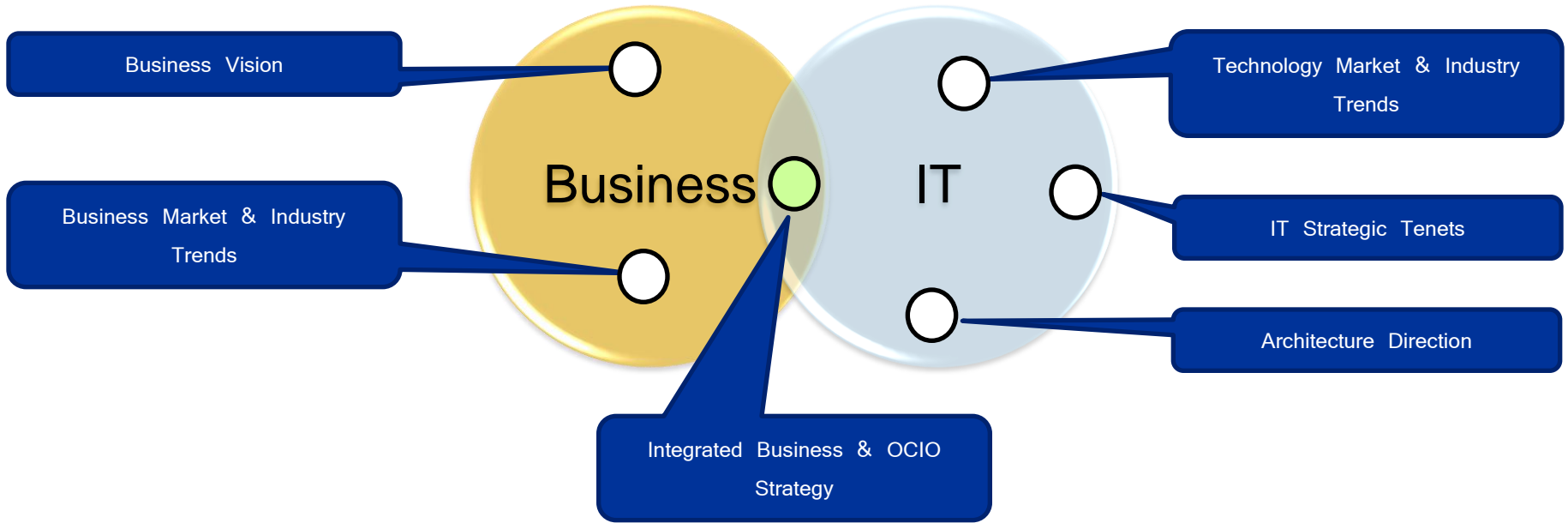
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- Financial transparency
- Consistent Metrics
- Cost effective
- Optimized risk/reward trade-off
- Right-sized processes
- Technology product road maps
- Usable Application Metadata
- Solution focused roadmaps
- Client focused lifecycle management
- Defined Stages
- Aligning technology roadmaps and strategies to business directions
- Inclusion of EA participation at earliest stages
- Inter-COE partnership and decision making



- Reduced complexity
- Repeatable processes
- Reusable solutions
- Reduction of one-off solutions
- Adoption of Frameworks
- Ability to adapt to changing environments and business requirements
- Proactive vs. reactive
- Quickly accommodate business request
- Agile support model

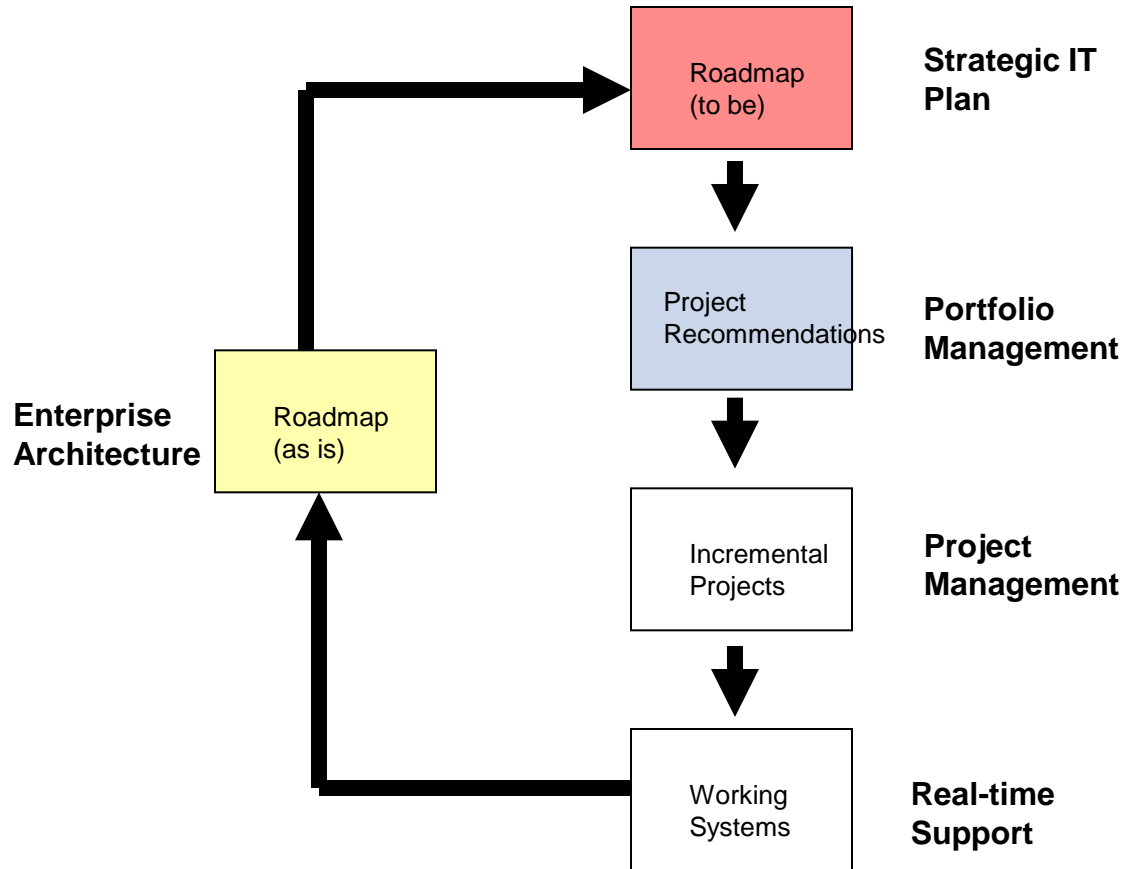
# Business and IT (OCIO) Integrated Approach to Strategy



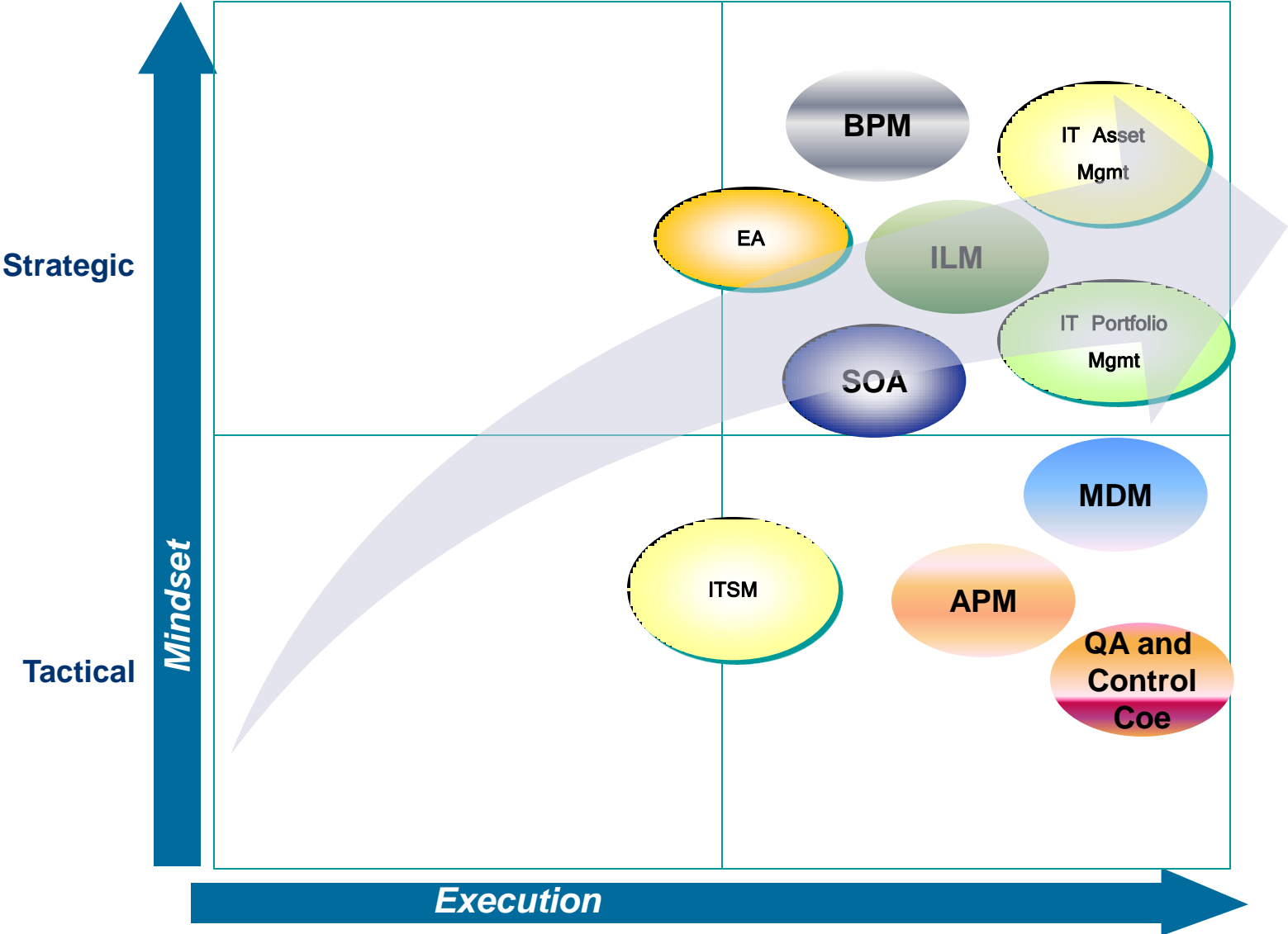
Activity	Description	Who
Define Business Vision	Describes What We Want to Be	Business
Identify Market & Industry Trends	Business & Technology Identify Key Trends	Business & OCIO
Define IT Strategic Tenets	Defines High-Level Direction & Principles e.g. Service oriented solutions, performance and ROI	OCIO
Define Architecture Direction	Outlines Architectural Perspective	OCIO
Define Integrated Business & Technology Strategy	Defines Objective, Scope and Competitive Advantage across Business & IT	Business & OCIO

# IT System Strategy

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# IT 5 Years Goals







# Business Drivers Supporting Vision

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**Service Management** – Implementing common ITIL processes and shared information

**Integration (High)** provides improved End-to-End Customer Experience

**Standardization (High)** eliminates redundancies, reduces cost and provides consistent support processes

Recommendation - Drive towards **Unification** Capability.

**Service Catalog** – Developing a Service Catalog of major IT services

**Integration (High)** Supports One IT operating Model and clearly documents the customer expectations for all to access

**Standardization (Med)** allows for specific tailoring to meet LOB needs

Recommendation - Drive towards **Coordinated** Capability.

**Portfolio Management** – Providing new insights about our projects, business services and applications to improve Operational Efficiencies and empower a technical Rationalisation effort.

**Integration (Med-High)** provides group wide insights and perspectives

**Standardization (Med)** some standardization to minimize start up activities, but the capability should be tailored to meet specific LOB needs

Recommendation - Drive towards **Coordinated** Capability .



# Business Drivers Supporting Vision (cont.)

**Benchmarking**– Develop a professional capability which provides proactive monitoring to deliver increased operational efficiencies

**Integration (Low)** provides some group level aggregation and analysis

**Standardization (High)** avoids re-work and supports more robust internal comparisons

Recommendation - Drive towards **Replicated** Capability.

**Financial Management** – Develop the capability to apply fully loaded costs to applications to assist investment decisions regarding application investment, enhancement or retirement

**Integration (High)** Single sources of the data simplifies analysis and reduces need for reconciliation

**Standardization (High)** Consistency in the way that the data is collected and categorized will be important for AD, TS wide analysis

Recommendation - Drive towards **Unification** Capability.

**Business Service Oriented model Support** – Creation of the service, processes and tools to enable our Application Support Teams to efficiently support applications built on a Service oriented architecture platform

**Integration (Med-High)** Shared information will be a key enabler

**Standardization (High)** A great deal of standardization will be required to efficiently maintain the operational integrity the environment

Recommendation - Drive towards **Unified** Solution .

# **IT Internal Improvement Opportunities**

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- IT Business Relationship Management
- Business Engagement and Oversight for capital Projects
- Strategic Planning (annual planning process)
- Business Case Development and ARB Process (new capabilities) integration
- IT Capabilities Assessment
- Business Service Portfolio Management
- IT (Projects and App) Portfolio Management
- Benchmarking (Internal and external)

# Quality Assurance and Control Strategy

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