

An Approach to Standard Operating Environment for a Modern IT function

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AN APPROACH FOR A
STANDARD OPERATING
ENVIRONMENT
FOR
INFORMATION TECHNOLOGY FUNCTION

WHY SOE

- Market Opportunity
- Business benefits
- Service quality
- Challenges to CIO

What is SOE

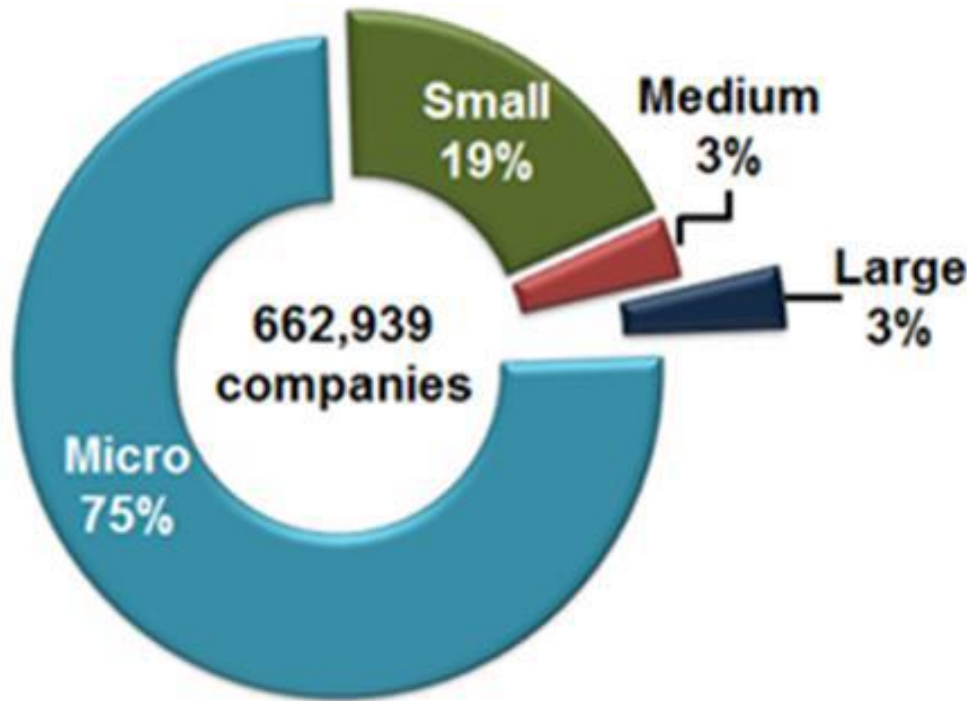
- Basic Segments
- Standards
- Guidelines / best practices
- Policies
- People
- Process
- Technology

How to go about

- Implementation
- Can we do all
- If yes, When
- CSFs
- Role of Consultants

Can SOE give business benefits to all

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- <http://www.ecommercemilo.com/2013/12/malaysia-sme-statistics-ecommerce-readiness.html>
- <http://www.ecommercemilo.com/2013/08/ecommerce-statistic-southeast-asia-malaysia.html>

2011 data, 645,136 SMEs operating - 97.3%

Aug 2013**, 99.2% SME, contribute 32% of Malaysia's GDP

SME GDP growth has consistently superseded the growth of the overall economy, based on 2006 to 2012 data

About 70% do not have website and 72% do not use IT

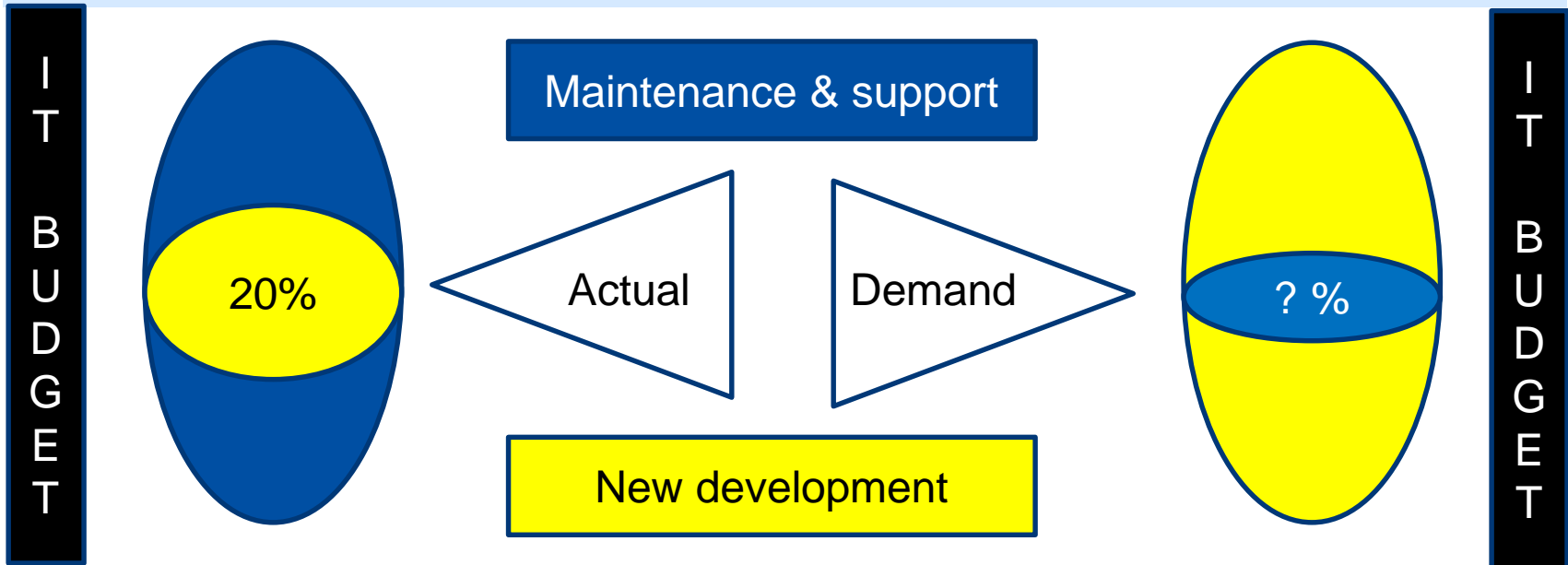
77% micro enterprises with less than 5 workers

A good % of each segment may not have attempted SOE !

Can SOE address CIO Challenges?

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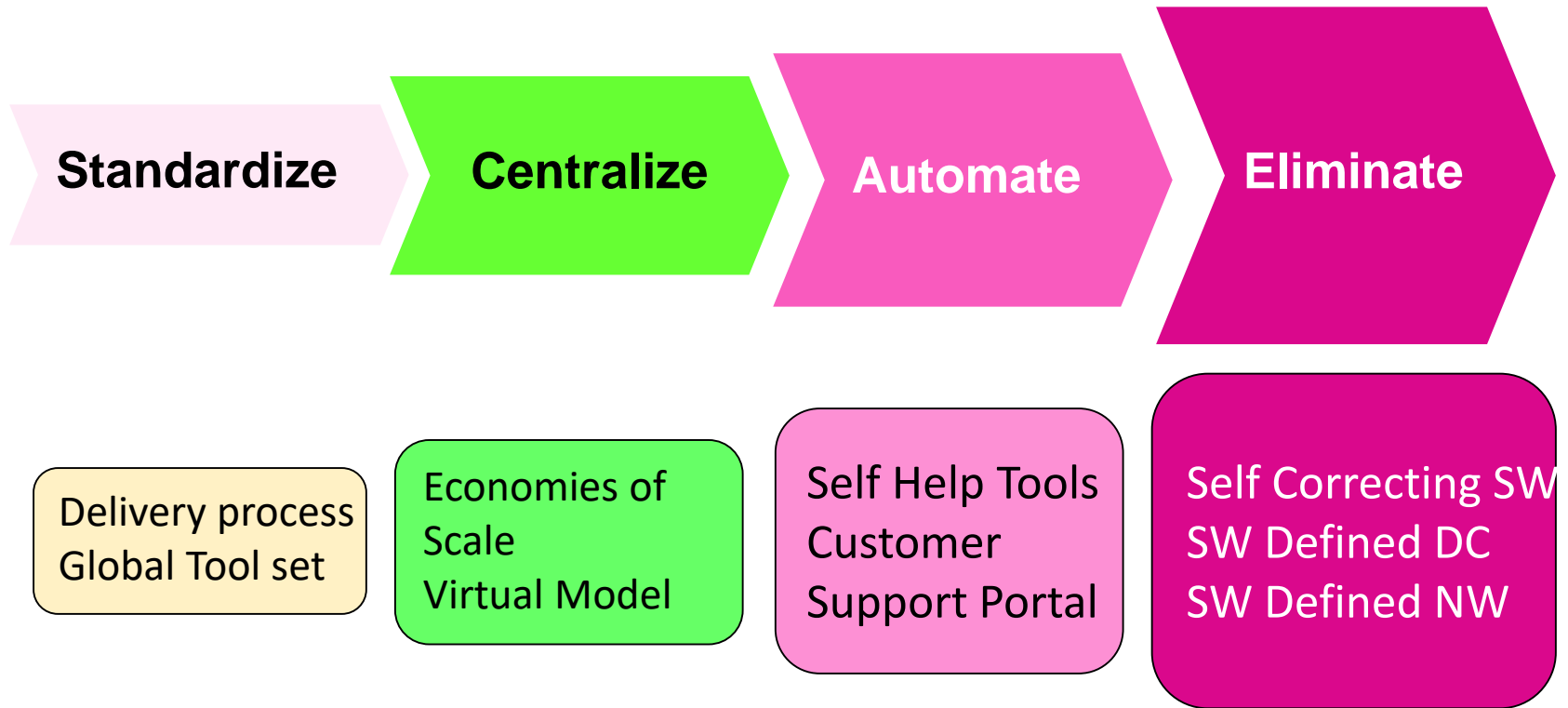
Organisations incur 80% of their IT budget on IT support, whereas their need for development is much larger than the allocated 20% - where can they get more money ? How can they reduce the support cost ?



Medium and small organisations – have they exploited all the automation and IT deployments ? Have they thought about automation and productivity increase to get the benefits IT ? Have they explored on Standards, Best Practices and IT policies ?

Productivity increase trigger - Standardisation

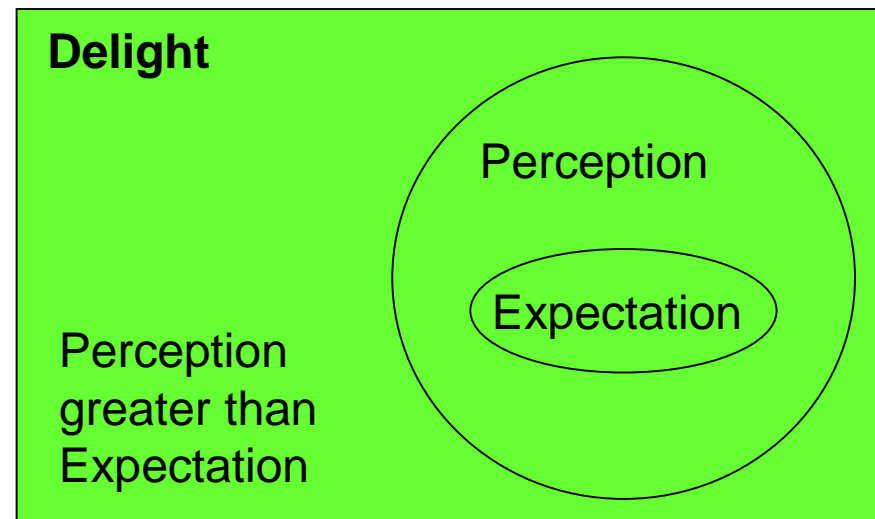
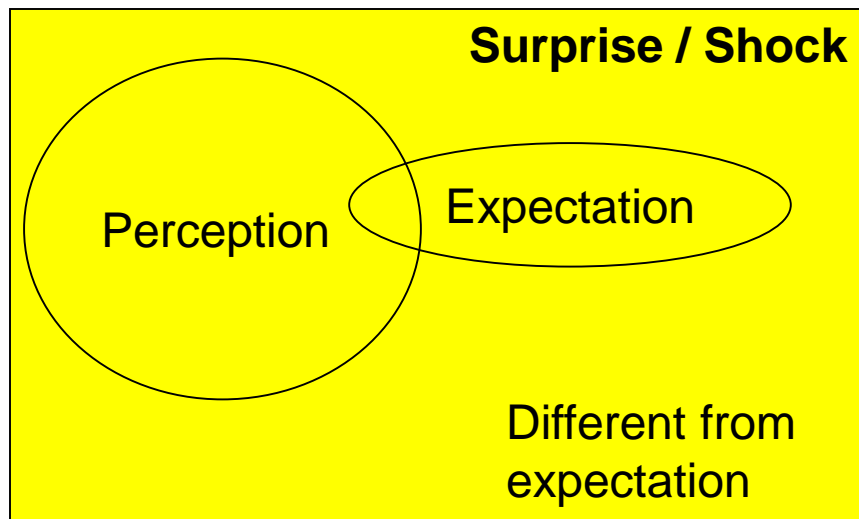
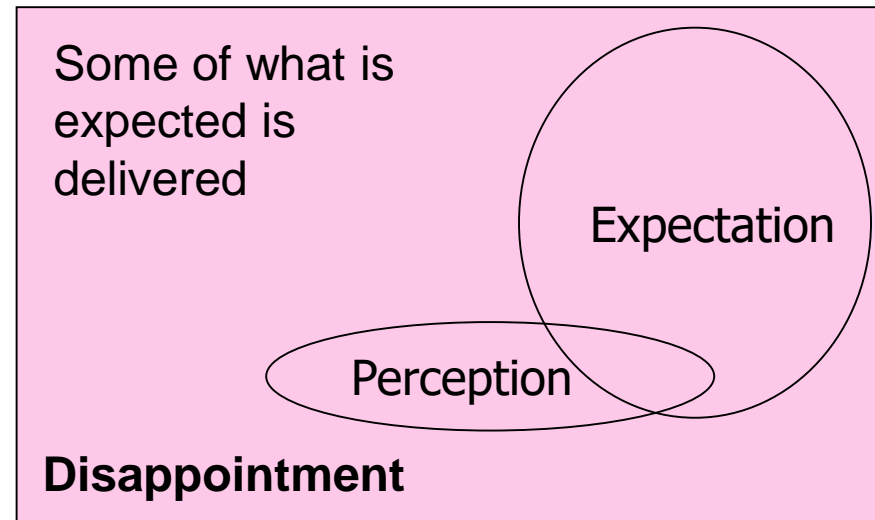
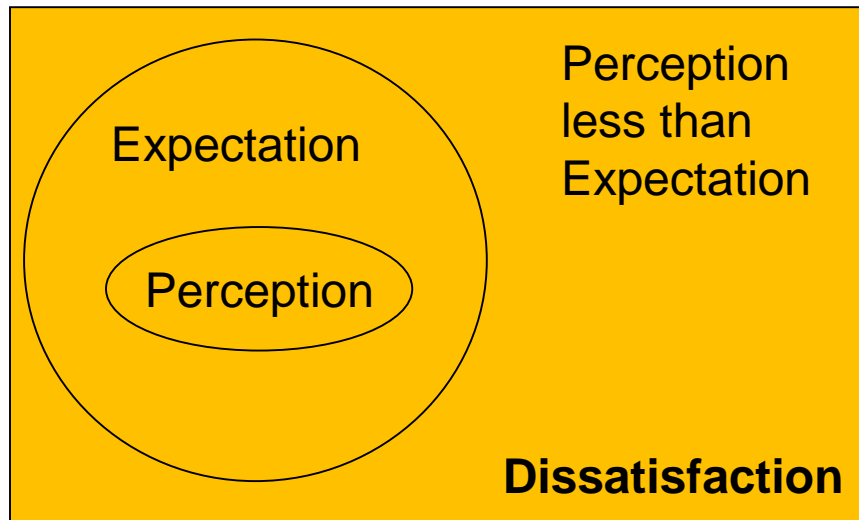
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- Expectation of what is going to be delivered
- Perception of what is delivered
- Not only the outcome, but also the process of getting the outcome

Service Quality Outcomes

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Benefits of SOE

Productivity

- Preventing efforts on "reinventing the wheel"
- Structured training process for new employees
- Enable easy updates / upgrades to software
- Allow people to focus more on bigger problems and opportunities

Quality

- Platform to get a consistent output
- Service Predictability
- Emergency handling procedures
- Continuous Improvement opportunities
- Helps to maintain focus

Cost

- Scalability with Minimal effort
- Manage Cost by Needs
- Reduces Support Cost

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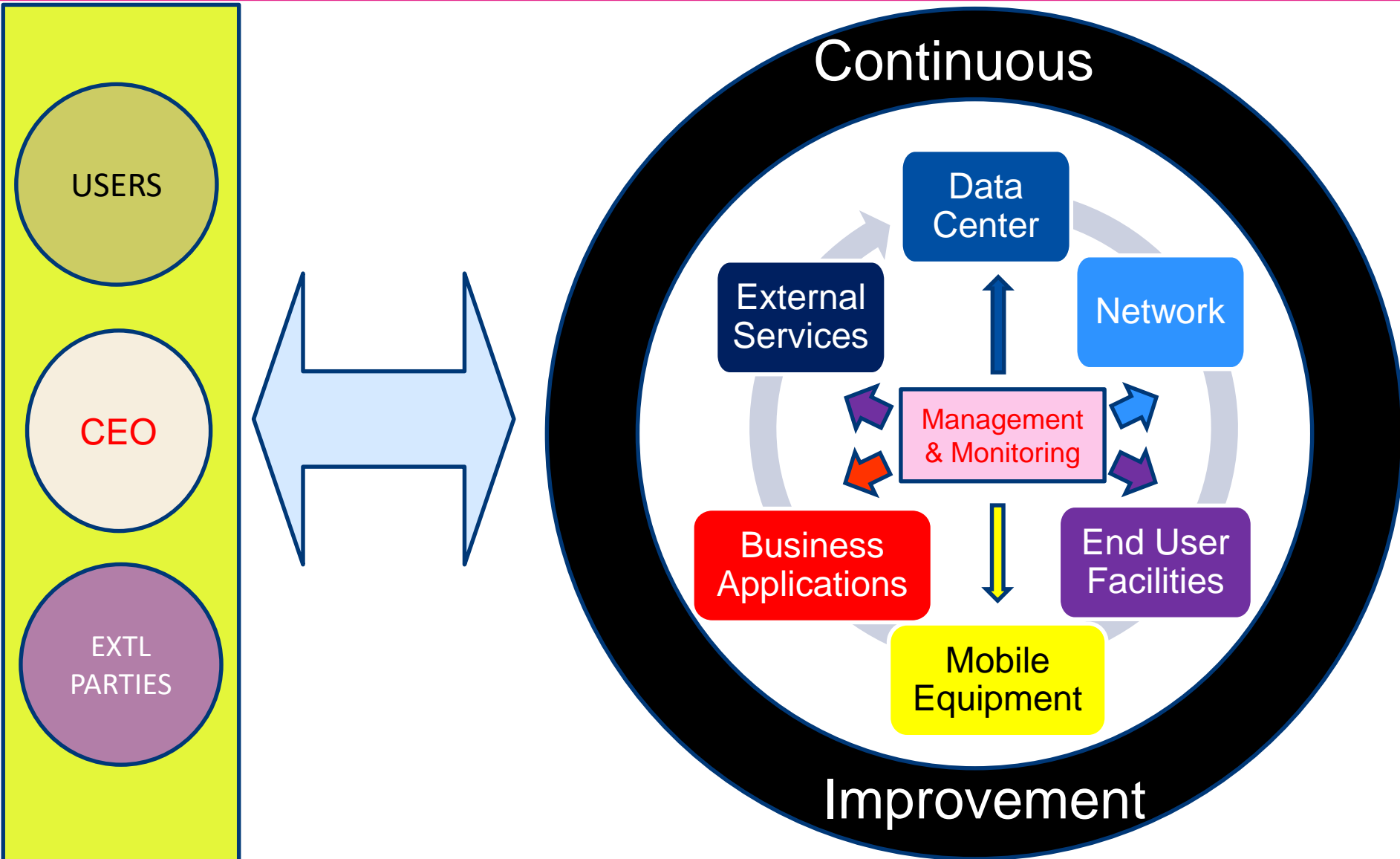
IT Function using SOE

- Just operate the data centre
- Do a few business applications like, payroll, billing, inventory etc.
- Network is slow
- Everything seems to be a change with them
- Nothing can be done on urgent basis



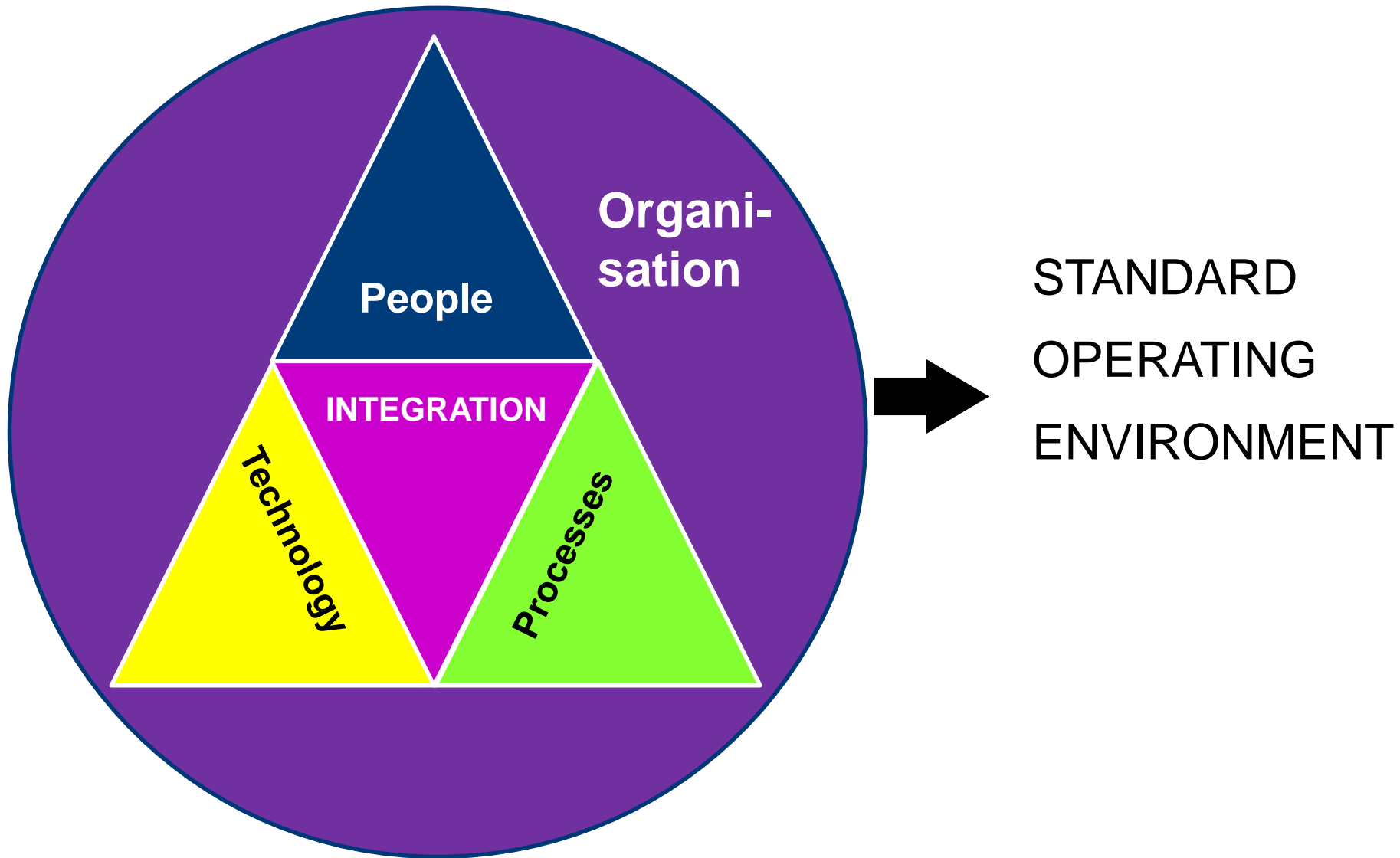
Role of Today's IT Function

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Key Levers of Service Quality

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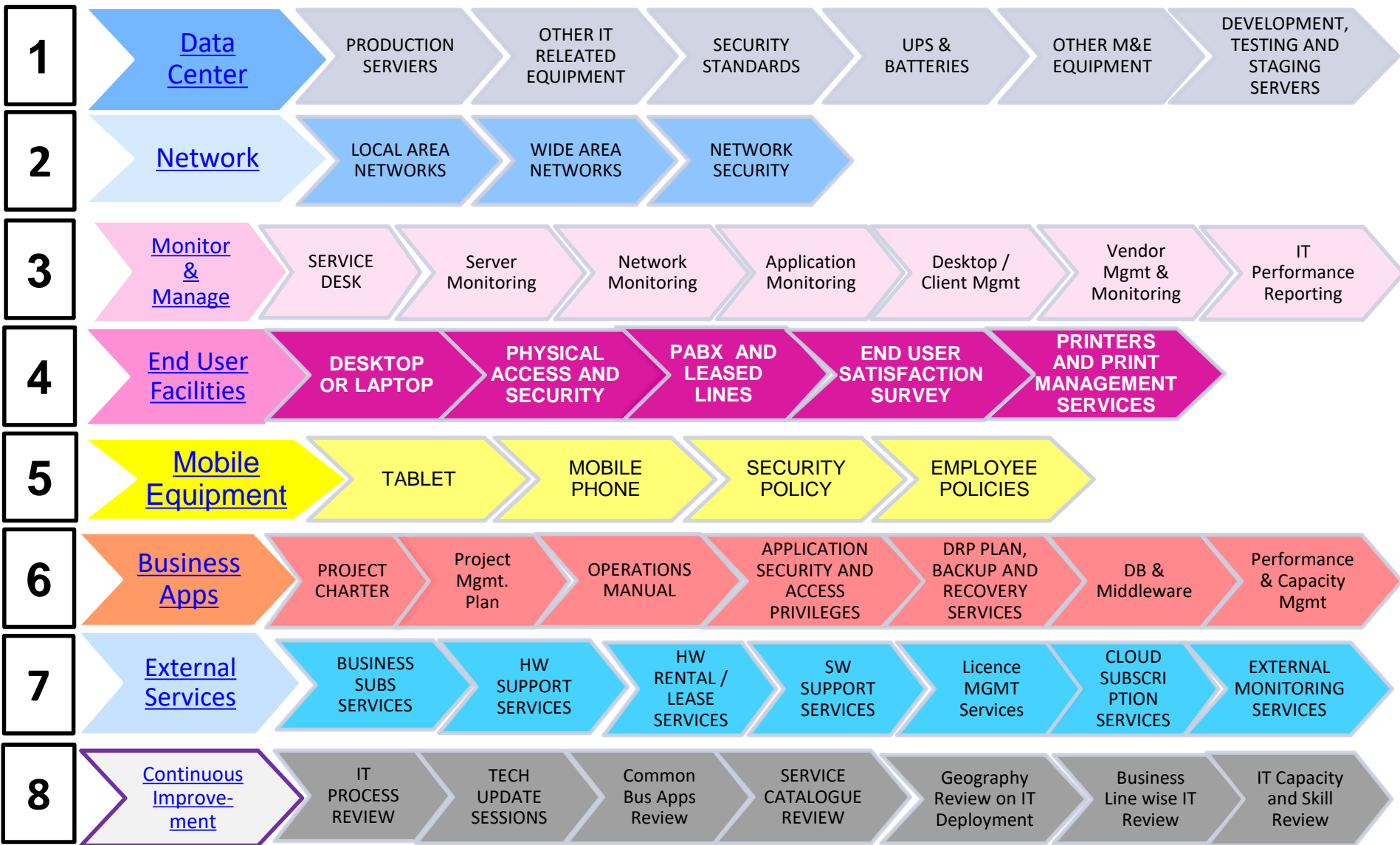


- Encompasses the whole IT Operations
 - From Desktop to Servers to Applications to networking
 - People, Process and Tools
- Relevant and Current Information
 - Reference Document
 - Needs updates regularly
 - Needs ownership of an individual within the organisation to maintain
- Knowledge Base
 - Industry Standards
 - Best Practices / Guidelines
 - Company Policies
 - Company Specific configuration and parameters

- Future IT Plans
- Future Technology and Operational Procedures
- Unapproved Applications and systems
- One-time Management tools used to rectify any specific issues in the past

SOE Streams

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Technology

Process

People

Specifications

Checklists

Policies

- Desktops, laptops, tablets, Printers
- Landline phones, mobile phones
- List of standard software for Client platform
- Monitoring software agents
- Physical access control equipment configuration

- Print management process including bulk printing
- Special configuration details for standard software and connectivity

- On-boarding and off-boarding of employees and the IT assets – Policy
- Usage of conference room and office phone facilities - Guidelines
- Accessing access control systems and data retrieval - Policy
- End User Satisfaction survey – Best Practices

What

How

Why

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- Creation and maintenance of the documentation
 - Identified Ownership and Establishing responsibility for maintenance
 - Understand that it starts as Reference Manual
 - Will change with Technology, Industry and with changes in the businesses
 - Contents will be maintained only in ONE place, but can be referred wherever needed
- Regular Proactive Reviews – people, process, technology, business, tools and geography
 - Trigger for continuous improvement
 - Purpose is to improve efficiency and effectiveness to Increase the IT Stakeholder Value

In House

- Create a local champion team and ask them to lead the exercise
- Management Support is a must, as the team will be in a learning curve
- Lack of experience could cause delay in the project implementation

Outsource

- Outsource the job to a consulting organisation
- Could be expensive
- Difficult for the local team to get knowledge transfer for future maintenance

Hybrid

- Hire experienced consultant on advisory role
- Arrange a local team to learn and implement
- Scope could be wider, but select the most appropriate boxes for early implementation to carry forward the momentum

THANK YOU

The logo for BIZINTEK, featuring the word "BIZINTEK" in white, uppercase, sans-serif font inside a magenta rectangular box with a black border and a slight 3D effect.

- Any questions ?

BIZINTEK (M) SDN BHD

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