

An Approach to Standard Operating Environment for a Modern IT function

Ramaswami Venkatesan, PMP
Director and Consultant



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

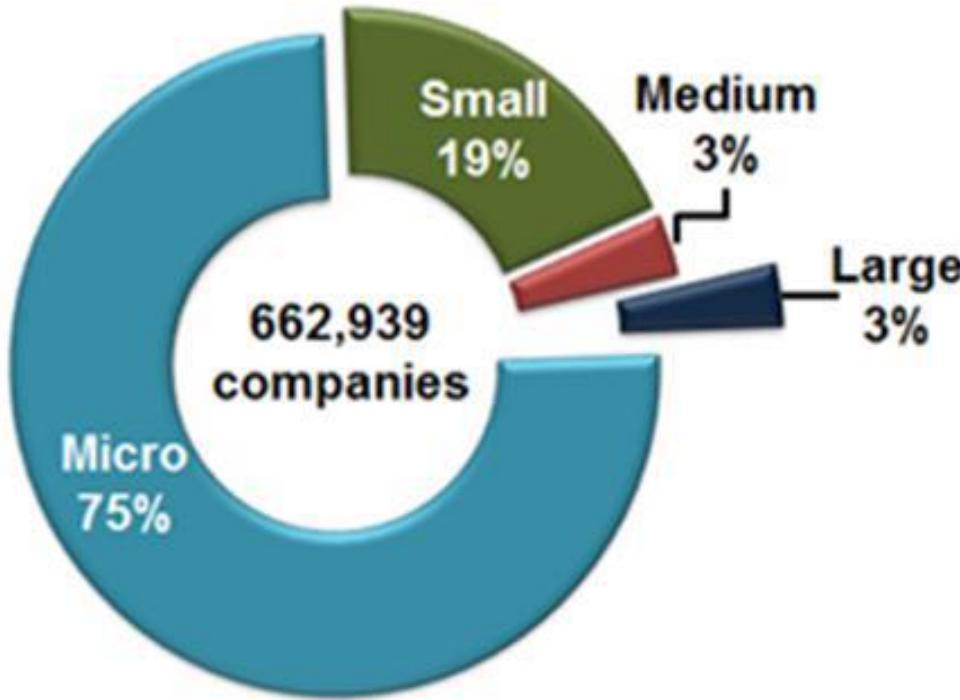
- Basic Segments
- Standards
- Guidelines / best practices
- Policies
- People
- Process
- Technology

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SME GDP growth has consistently superseded the growth of the overall economy, based on 2006 to 2012 data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

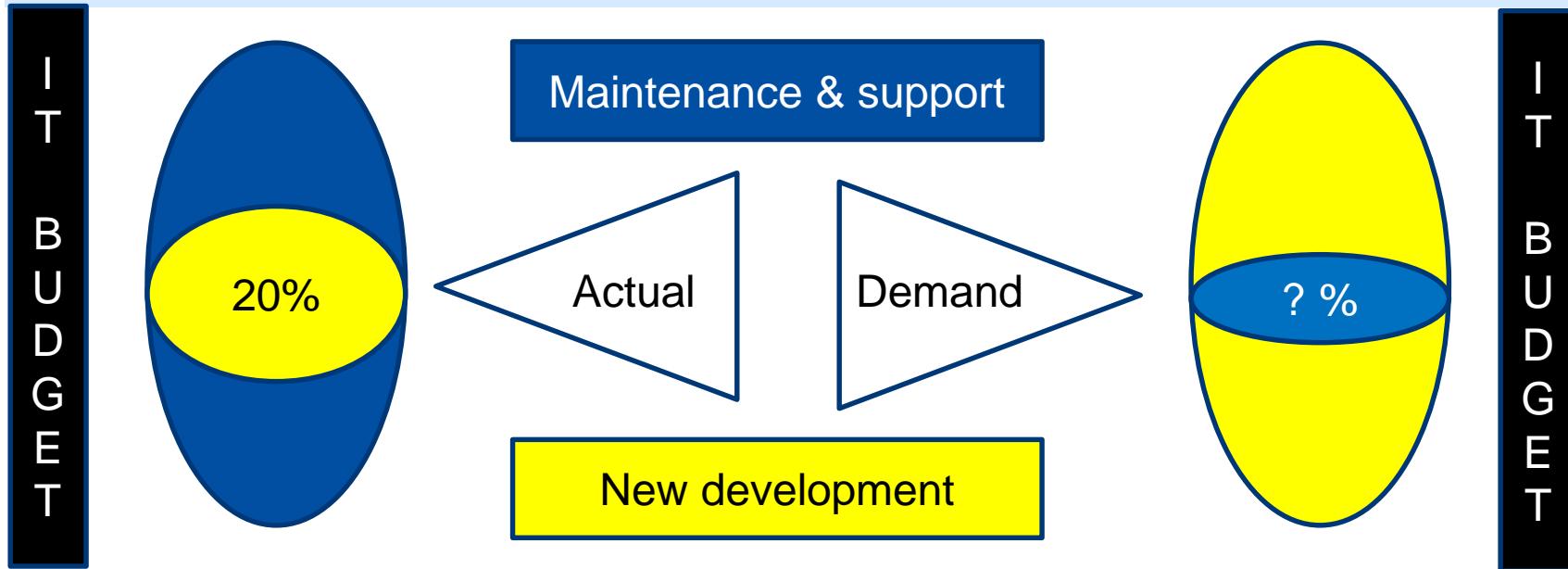
A good % of each segment may not have attempted SOE !

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

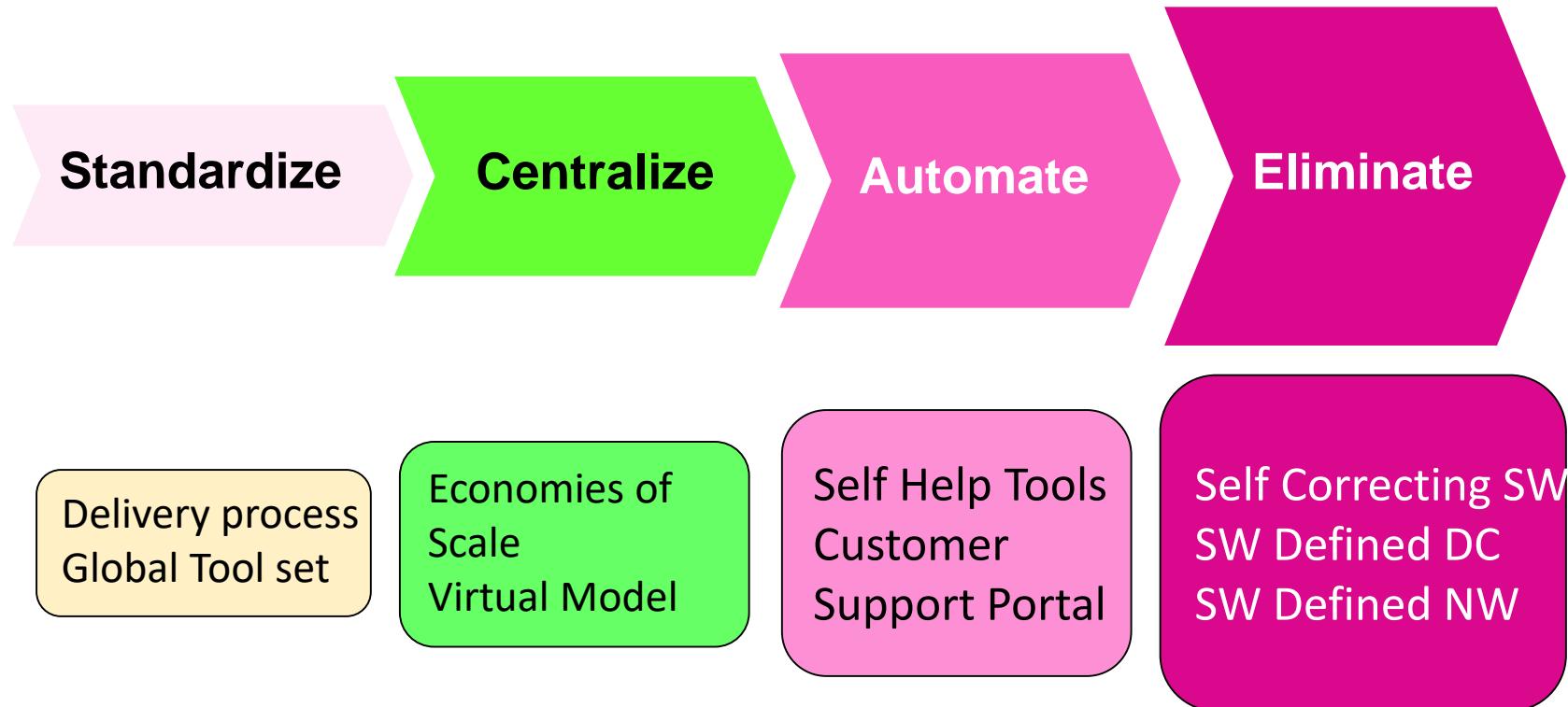
Can SOE address CIO Challenges?

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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 ?



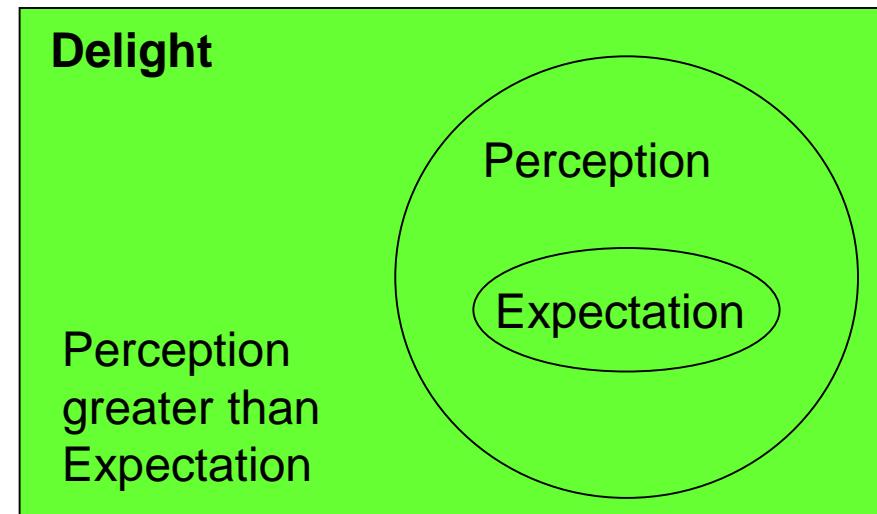
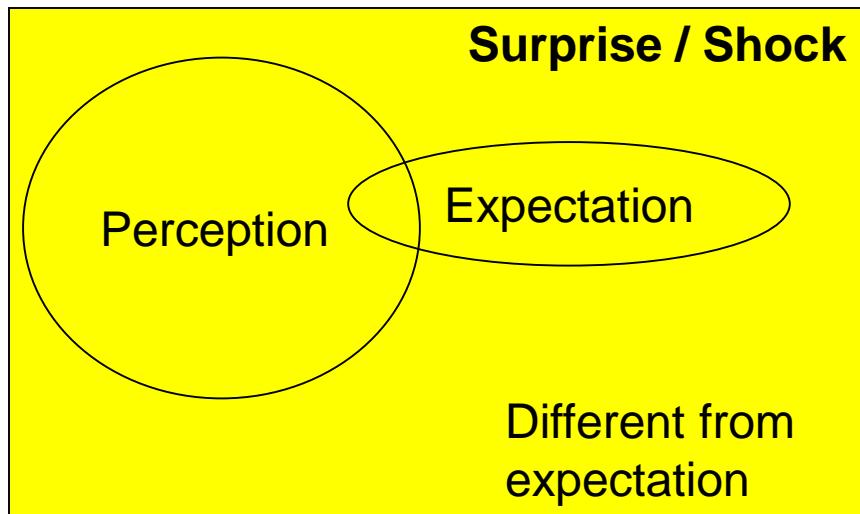
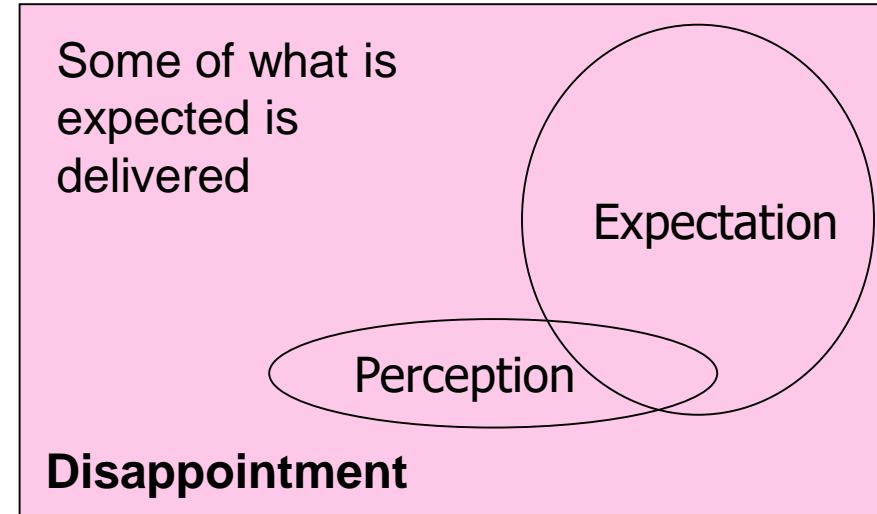
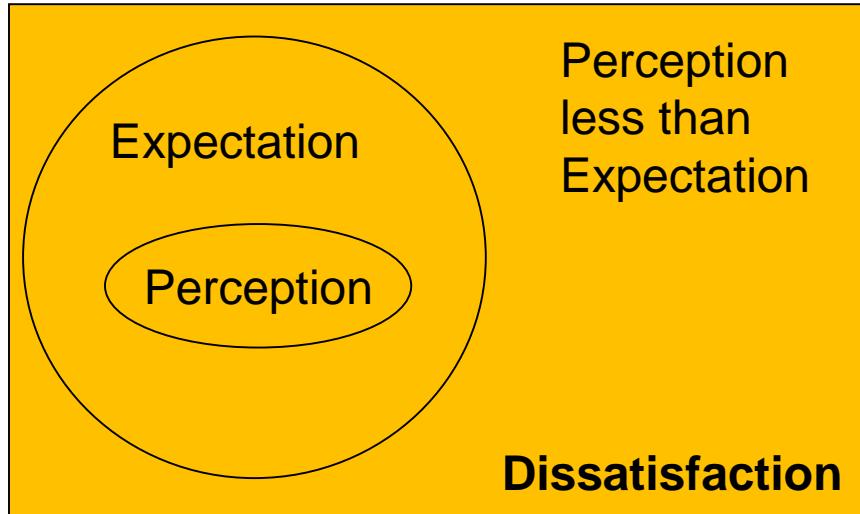
Medium and small organisations – have they exploited all the automation and IT deployments ? Have they thought about automation and productivity increase to get the benefits IT ? Have they explored on Standards, Best Practices and IT policies ?



- 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

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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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Building an IT SOE Strategy

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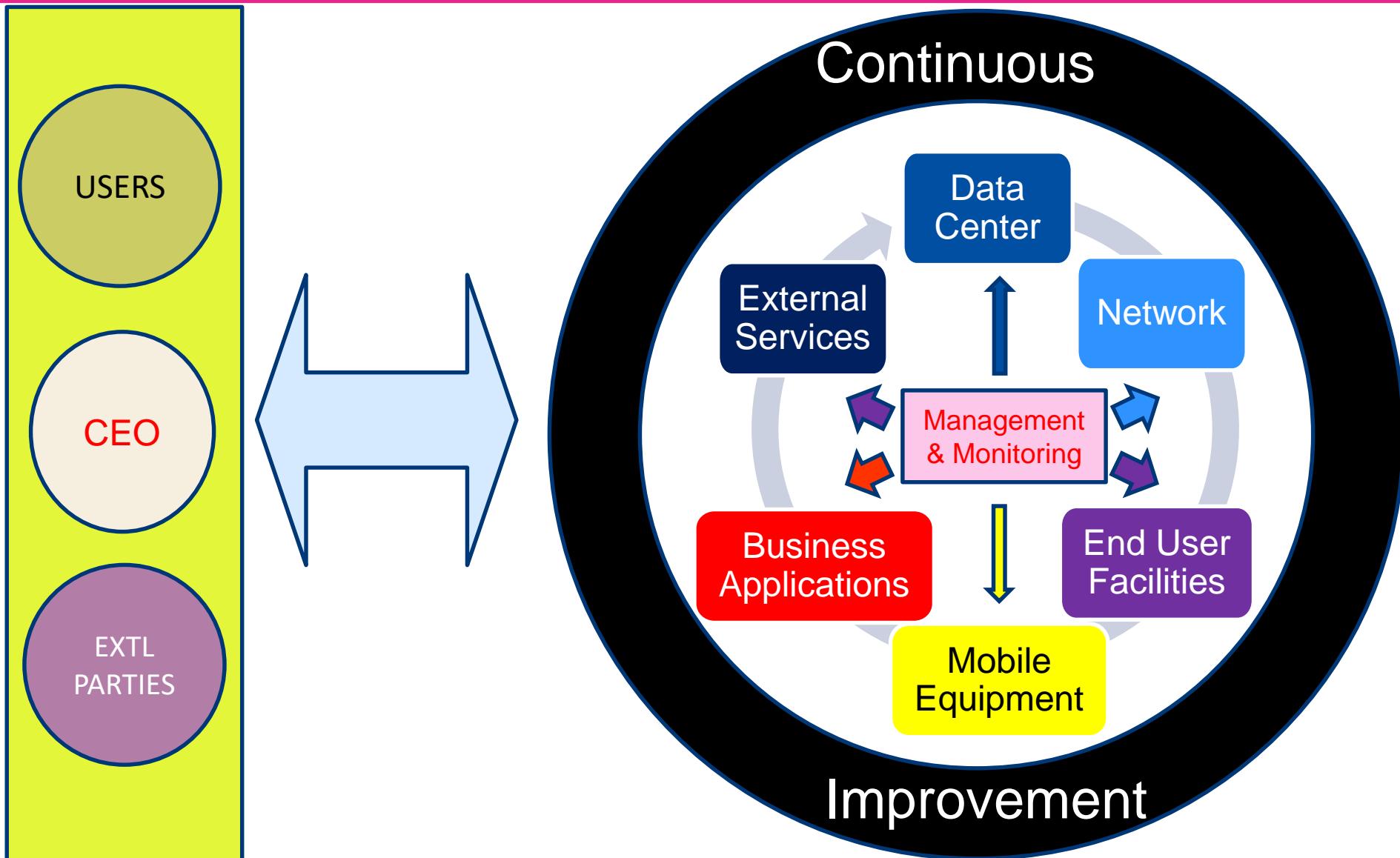
IT Function using SOE



- 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

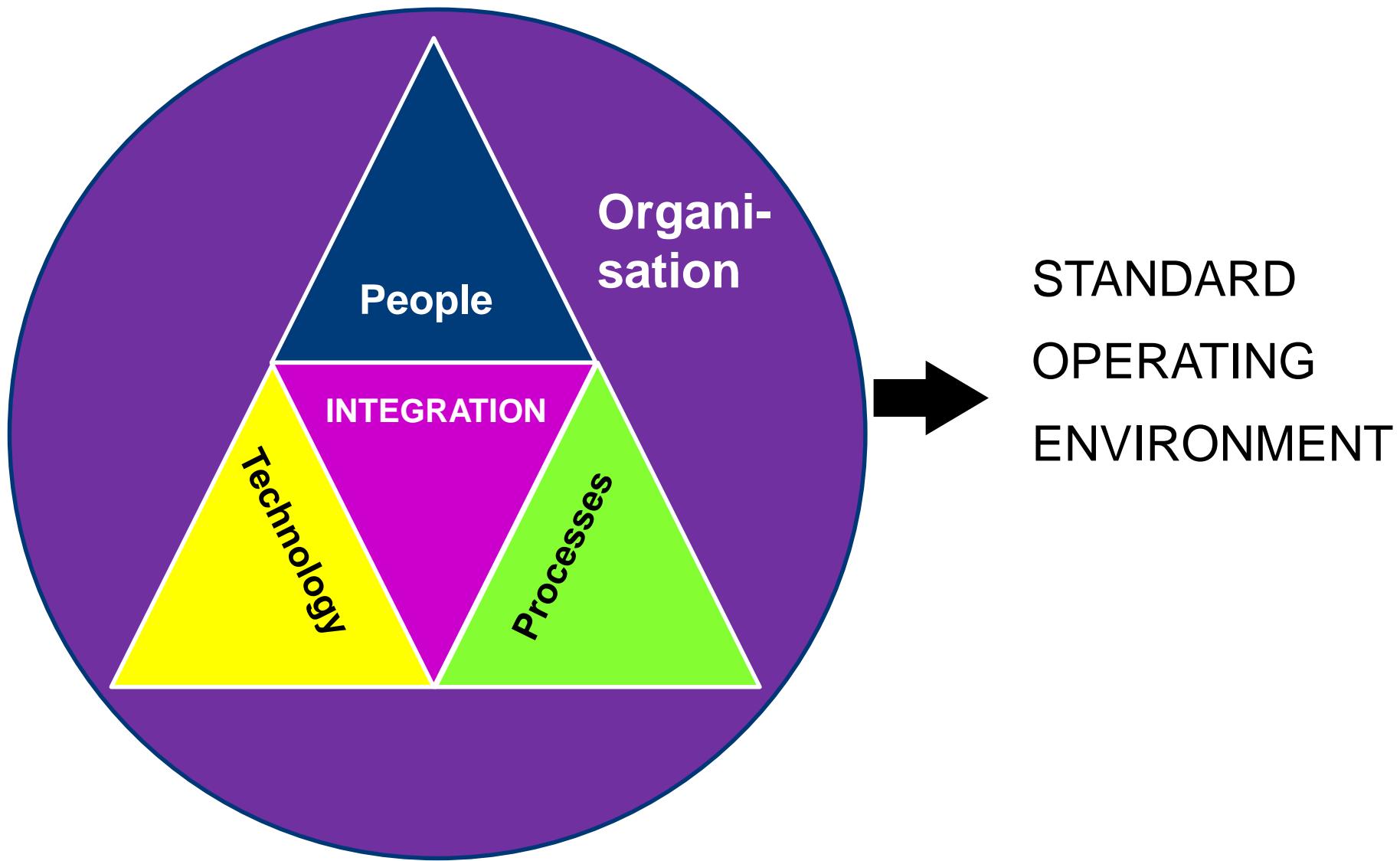
Role of Today's IT Function

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Key Levers of Service Quality

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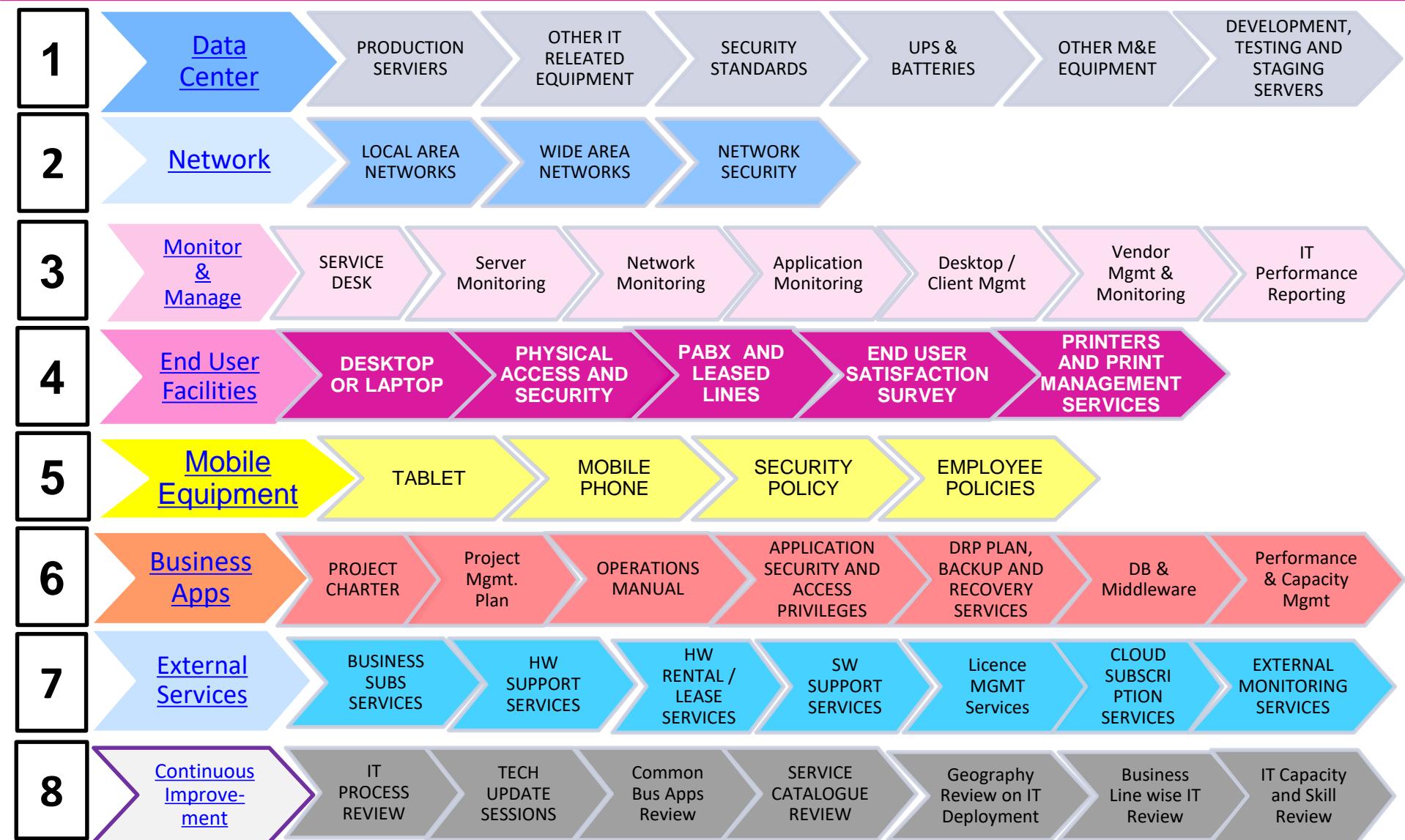


- Encompasses the whole IT Operations
 - From Desktop to Servers to Applications to networking
 - People, Process and Tools
- Relevant and Current Information
 - Reference Document
 - Needs updates regularly
 - Needs ownership of an individual within the organisation to maintain
- Knowledge Base
 - Industry 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

Specifications

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

Process

Checklists

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

People

Policies

- 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

SAMPLE SOE STREAM DETAILS

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

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- Any questions ?

BIZINTEK (M) SDN BHD

Ramaswami Venkatesan, PMP
Director AND Principal Consultant
rv@bizintek.com.my