Enterprise Architecture

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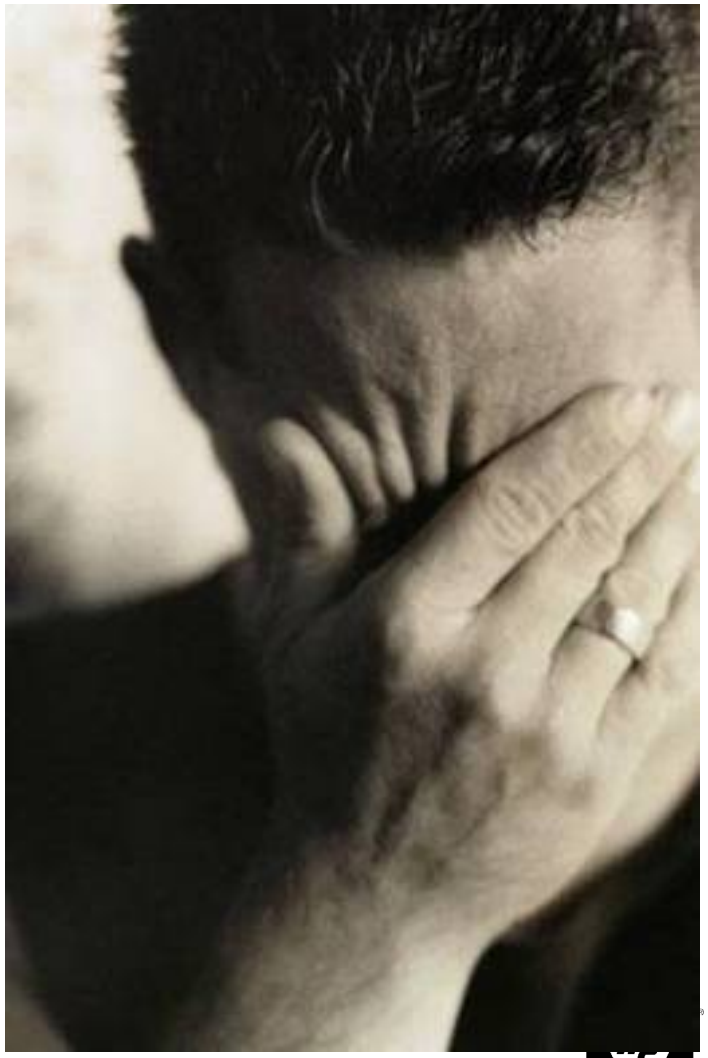
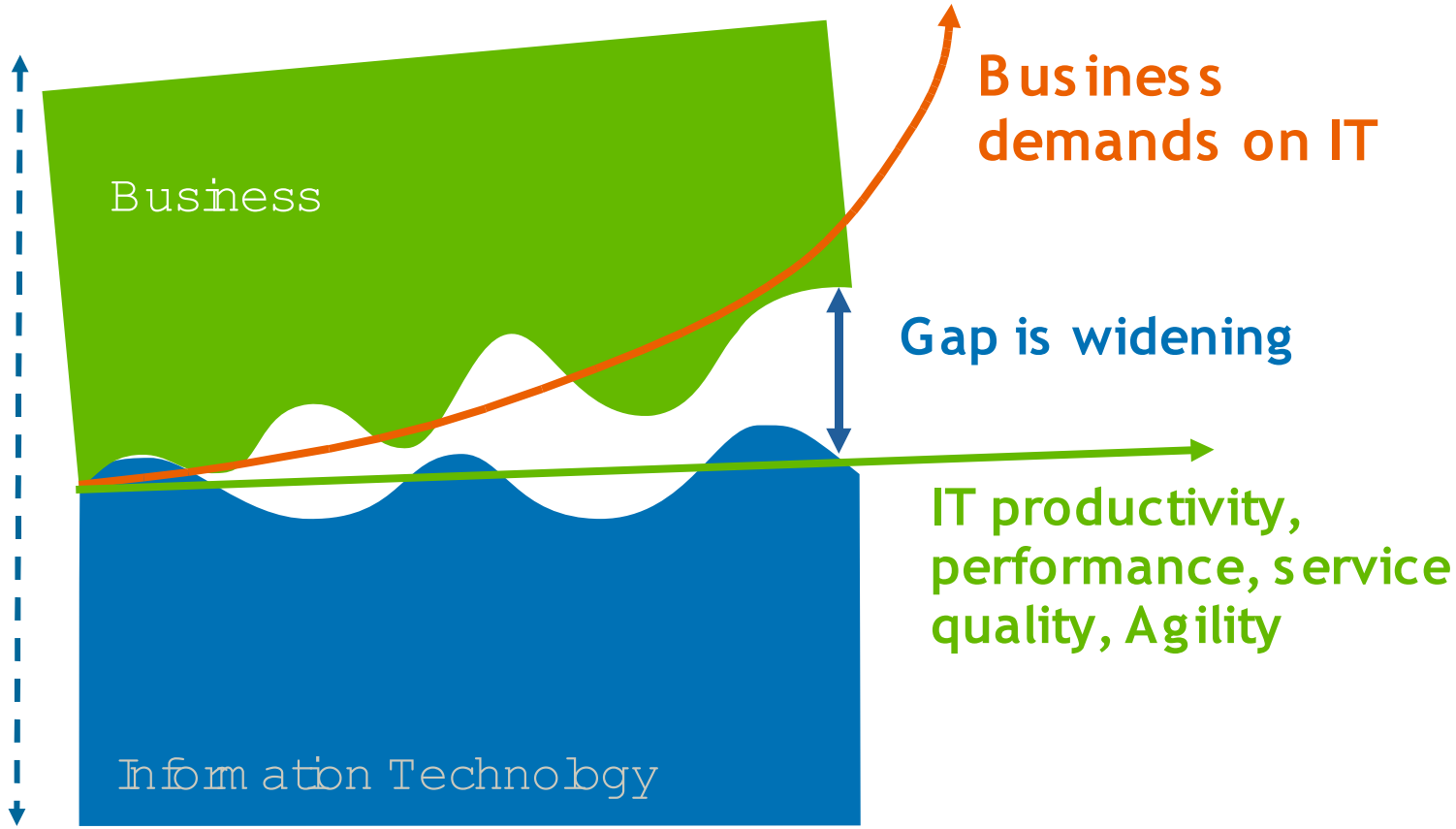
CIO challenges

- Manage IT in the context of the business to maximize IT's business value
- "Flip the ratio" of IT spend from maintenance to innovation
- Establish a sustainable business model that minimizes IT's price/performance
- Turn silos of management data into actionable business intelligence
- Ensure the availability, performance and scalability of your critical business systems
- Align your IT organization to better understand and partner with your business



Business demand outpacing IT capability



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Many Want a Shared Environment– Stable and Efficient

Consolidate and rationalize	Virtualize and share	Automate link between supply and demand
• Simplify and standardize infrastructure • Streamline and unify management tools	• Pool modular infrastructure resources • Manage physical and virtual resources	• Dynamically align IT infrastructure with business workloads • Manage IT infrastructure as a service

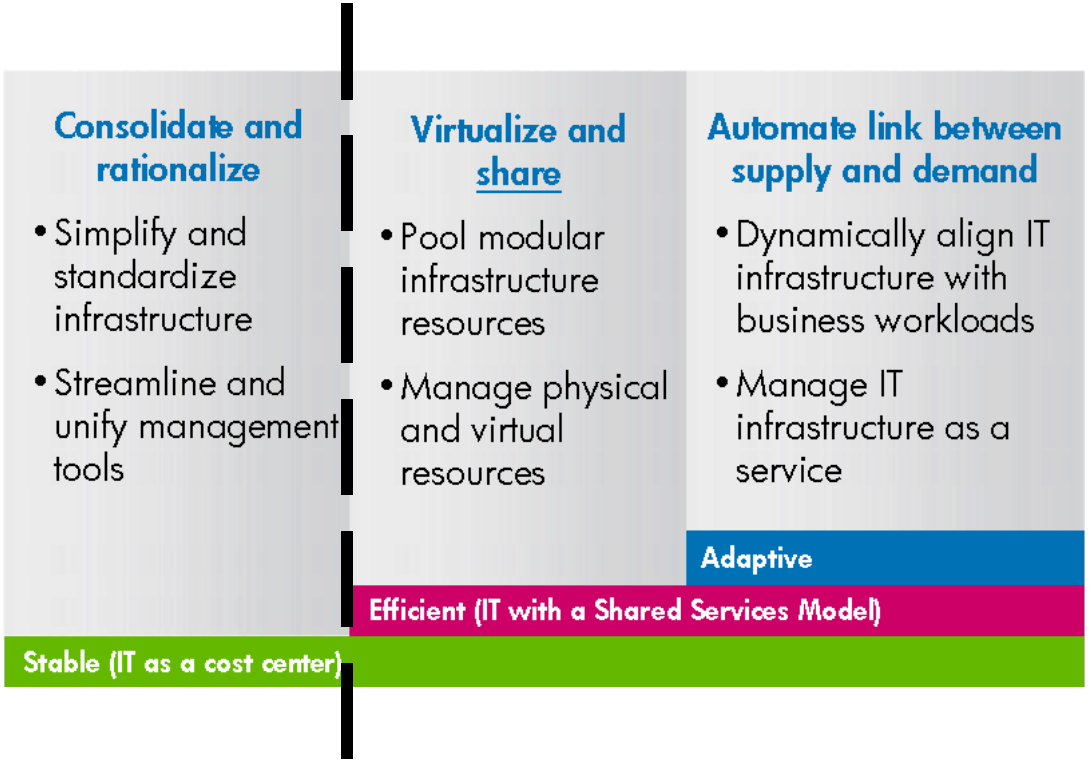
Adaptive

Efficient (IT with a Shared Services Model)

Stable (IT as a cost center)

But there are Barriers to moving from "Stable" to "Efficient"

- Business unit ownership of servers & applications
- Need new model for how infrastructure is planned and funded (i.e., new IT Governance model)
- Need to be able to guarantee SLAs for virtualized services



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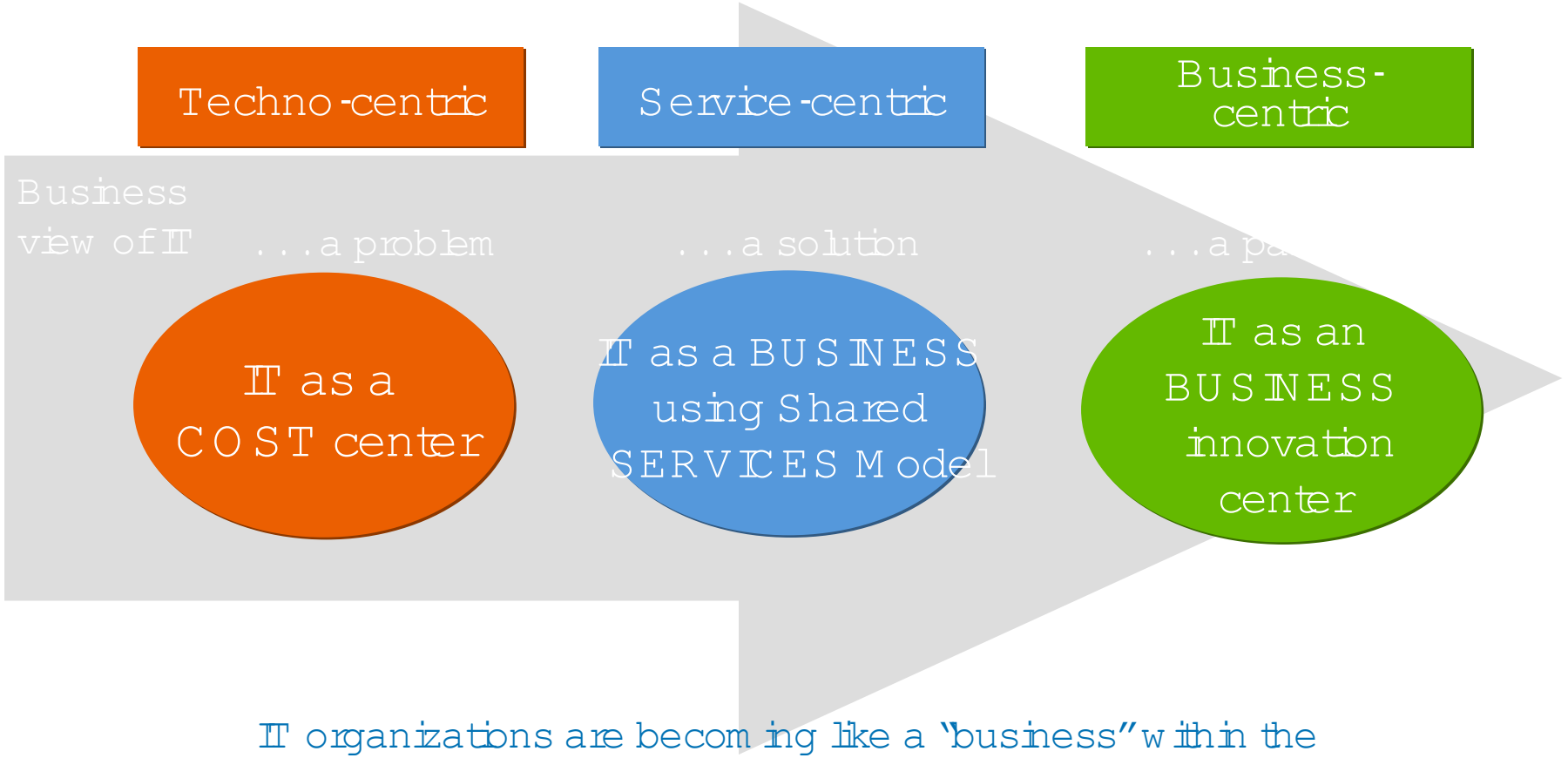
Enterprises see the need for a new IT model



IT organizations are becoming like a "business" within the Enterprise, focused on providing higher Return on IT through the creation, selling, brokering and delivery of shared services

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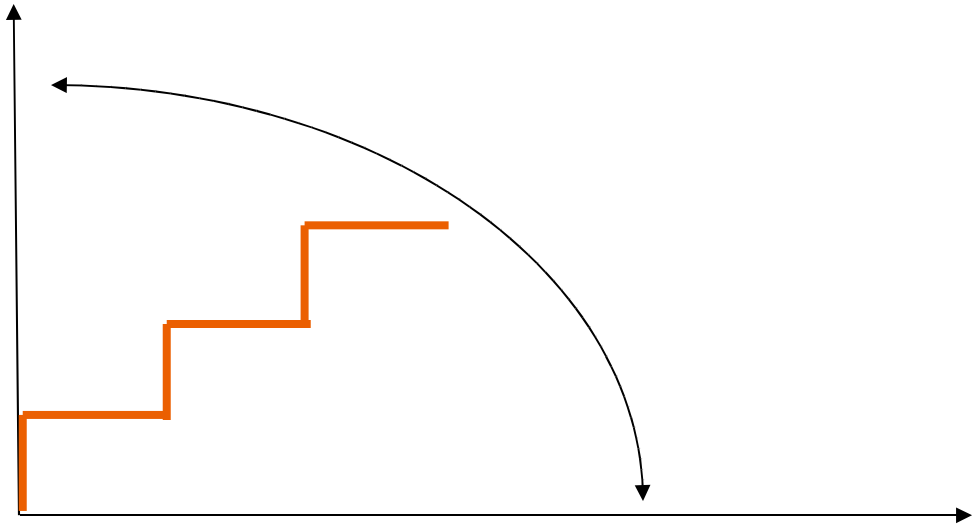
Balancing Tactical IT Initiatives against Strategic IT Transformation

Pure Tactical

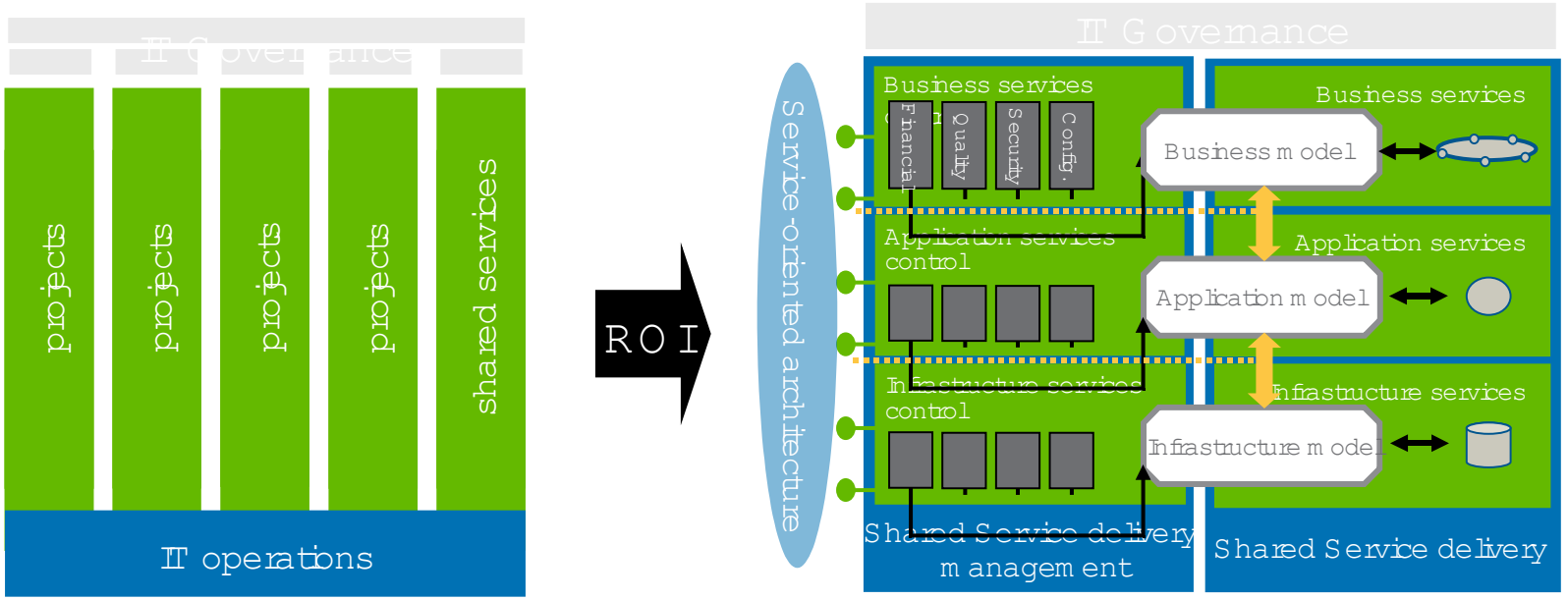
"Doing things better and cheaper"



Pure Strategic

"Doing things differently"

Running IT as a Business using a Shared Services Model



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- Valued
- Flexible
- Cost effective
- Simplified
- Secure
- Agile
- Adaptive

Tiered and Rich Service Levels
Pricing model, including pay-per-use
Highly utilized,
Consolidate
Continuously Compliant
Short MTTI, Service Portal
Automated link between Business Demand and IT Supply

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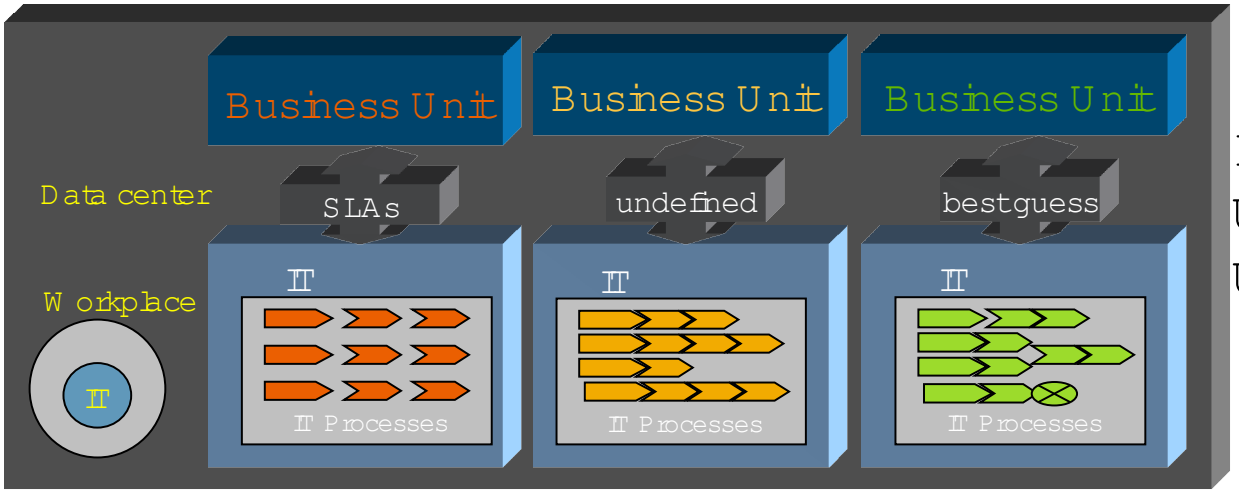
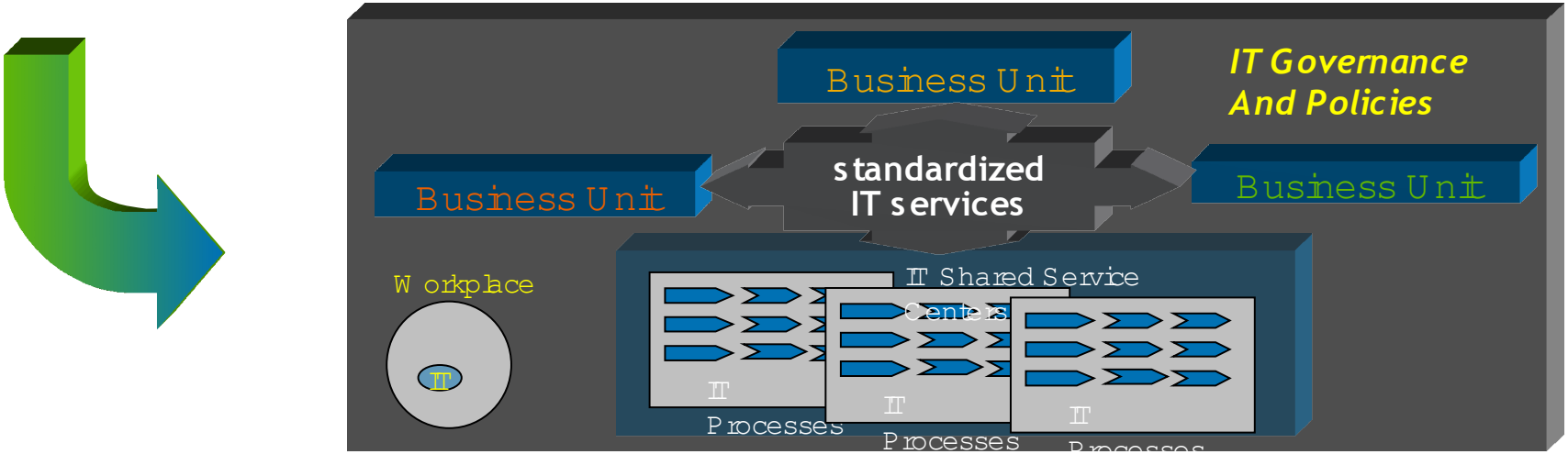
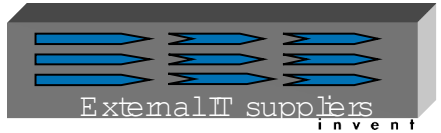
Transformation to a shared service center. From "as-is" To "to-be"



IT in Each Business Unit: Unshared and Unsynchronized

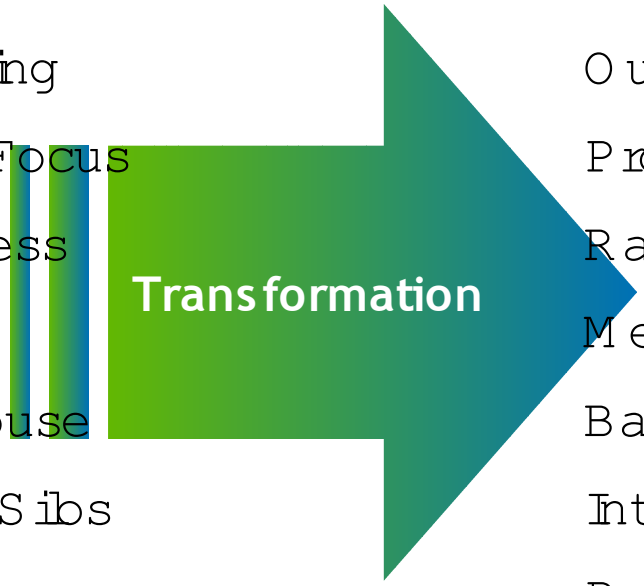


Consistent Services Provider & Service Broker



Culturalchanges required

From:	To:
Users	Customers
Inward-Looking	Outward-boking
Technobgy Focus	Process Focus
Ad hoc Process	Rationalized, Stream lined
BestEfforts	Measured, Accountable
Entirely in-house	Balanced sourcing strategy
Fragmented Sibs	Integrated, end to end
Reactive	Proactive
System skills	Listening skills
Operation Manager	Service Manager



There are six key components of a Successful Transformation

IT Service

Technical Infrastructure & Architecture	Integrated Management Information	Demand, Supply & Governance	Culture & Staff	Best Practice Processes
•	•	•	•	•
			•	
	•	•	•	• Standardized
	•			• Optimized
		•		• Personalized
•	•	•	• Planning	•
			• Marketing	•
•	• Operations	•	• Selling	
	• Lifecycle	•	• Delivering	
•	• Usage Mgmt	•	•	
•	• Provisioning			
•	• Help Desk		•	
	• Billing			

Shared Service Centre Transformation - Assessment Matrix and Journey

	Technical Infrastructure & Architecture	Integrated Management Information	Demand, Supply & Governance	Culture & Management of Change	Best Practice Processes	IT Processes
Value Bases Pricing	IT Service on demand	Information enabled TQM	Balanced & Aligned	Relationship Centric	Personalized Process	Service Tailored
Shared Services	Virtualized Infrastructure Mgt	Process analyses	Demand driver	Customer Centric Processes	Service Development Processes	Service Choices
Shared Services governance	Negotiated functionality	Information Integration analysis	Service Driven	Service Focus	Process Optimization	Service Differentiation
Structured Process	Departmental Plan	Integrated information collection	Supply Constrained	Expert Teams	Service Planning Process	SLA Based Services
Shared Standards	Consolidation	Information is integrated by report	Joint Value Based Vision	Departmental	Service Support Process	Defined Business Services
Deliver to Budget	Availability	Information is collected by function	IT is Reactive	Individual focus	Output focus	Technical Services

Objective

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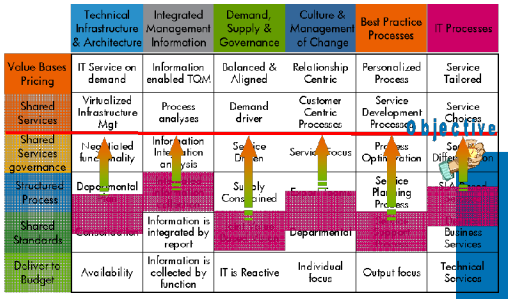
Two Combined Approaches



Automated and optimised standard service

shared catalogue.

Top-Down Transformation Approach

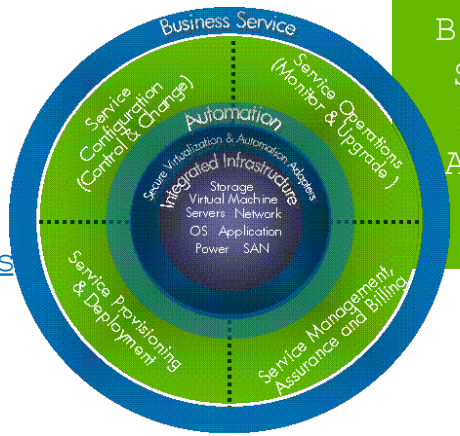
Shared Services

Collaboratively planned

supply matches demand satisfies business need

Competitively billed per unit consumed

Bottom-Up Services Delivery Approach



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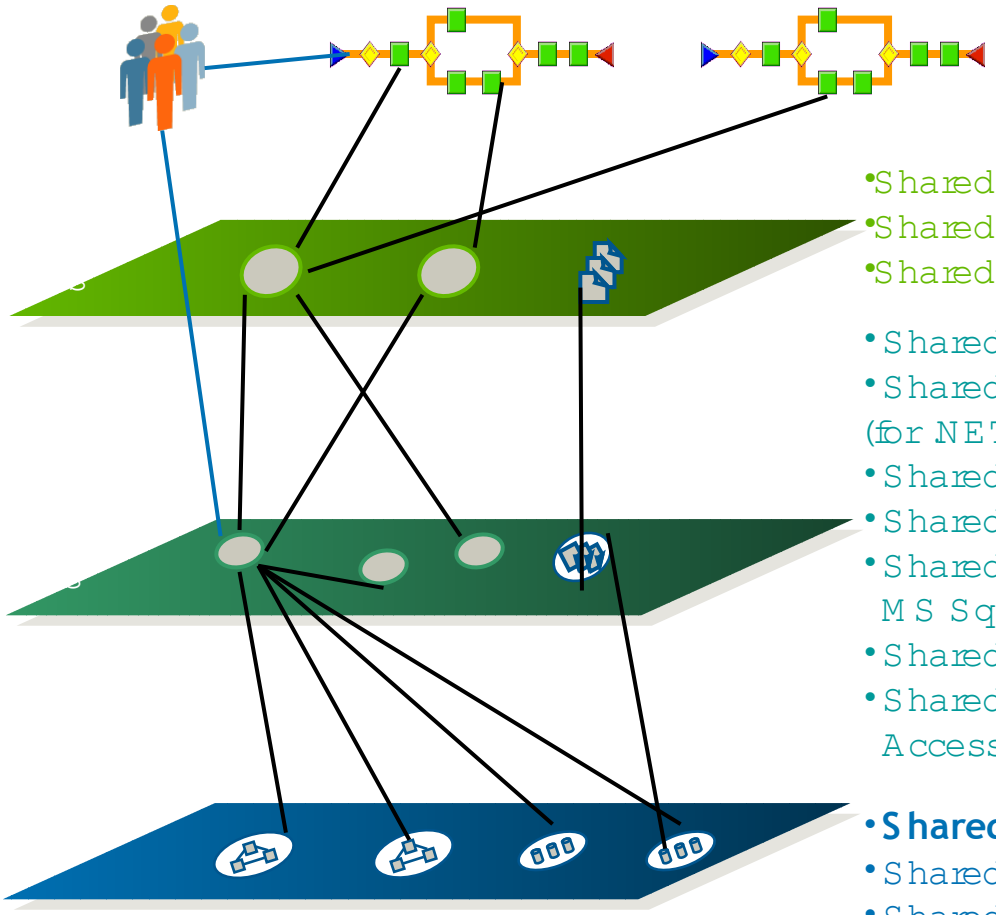
Proposed Service Catalog of composable IT Shared Service Utilities



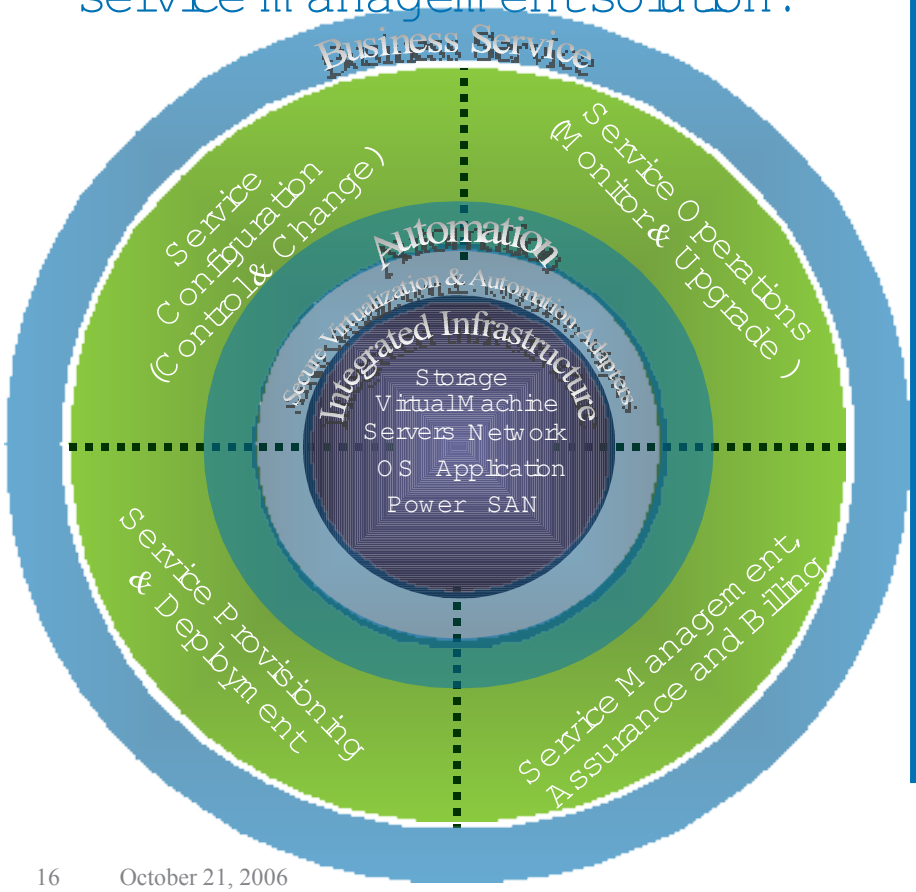
- Shared SAP Application Utility
- Shared Rapid App Dev
- Shared Data Warehouse Utility

- Shared SAP Infrastructure Utility
- Shared Application Server Utility (for .NET and J2EE)
- Shared Information Management
- Shared Grid Utility
- Shared Database Utility (for Oracle & MS SqlServer)
- Shared Messaging (& Collaboration)
- Shared Directory, Identity & Access Management

- **Shared Infrastructure Utility**
- Shared Client Utility
- Shared Tiered Storage Utility
- Shared Secure Network Utility

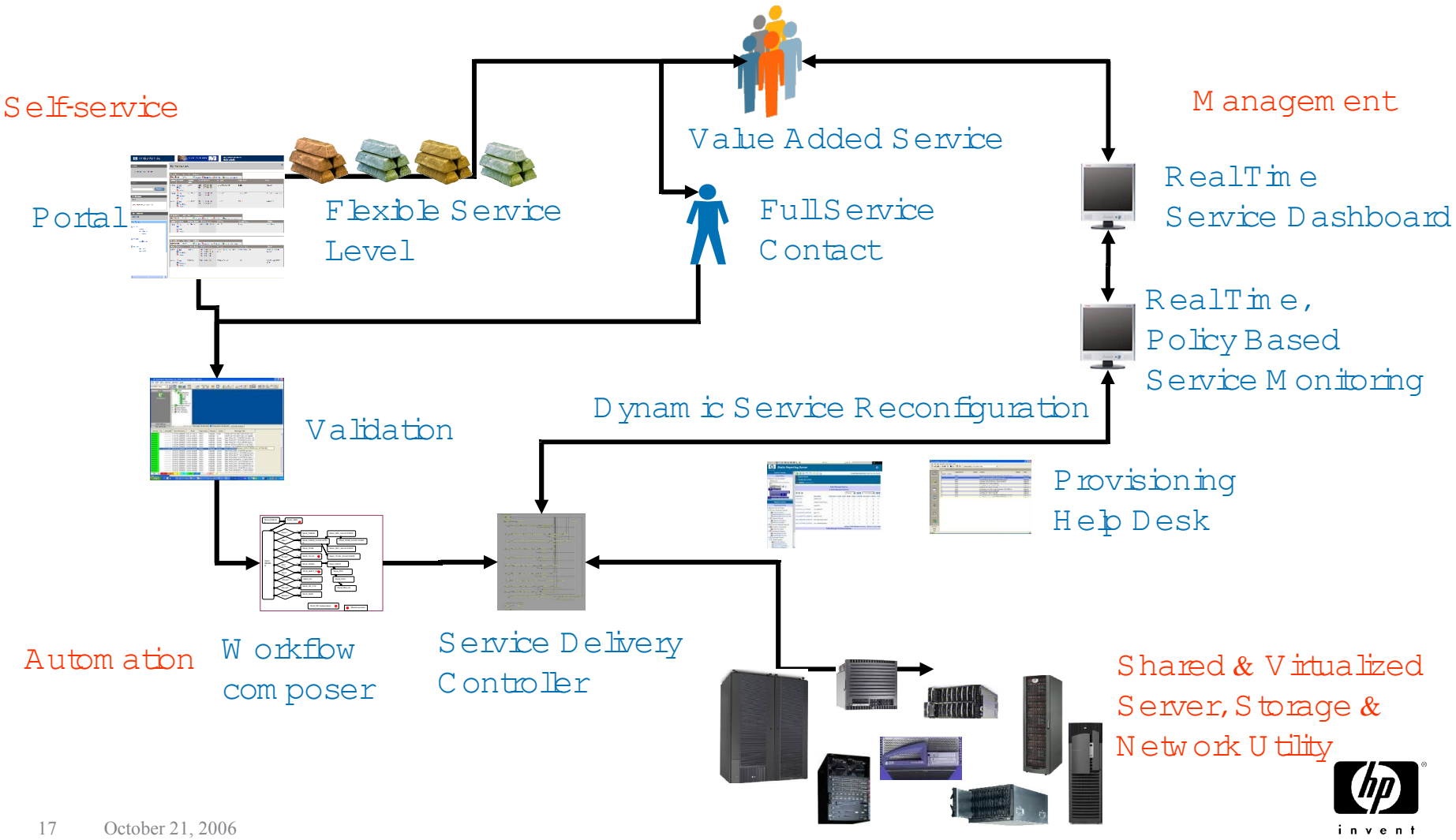
Shared Infrastructure Utility

- SIU is a modular framework that automates and virtualizes your existing, multi-vendor data center infrastructure, optimizing flexibility and cost effectiveness with quality of service through an integrated service management solution.



- Provisioning but also updating and decommissioning: the complete lifecycle
- Re-deployment to increase server utilisation, reduce # of devices required
- Infrastructure standby to keep best practice and known good service packages
- Recovery to restore rapidly business services
- Duplication to re-use best
- Virtualization of shared pool of devices that can be allocated dynamically to share free resources and lower number of devices needed
- Standardization for process and devices to enforce policies and increase predictability
- Sharing across multiple customers or lines of business
- Usage tracking for charge-back

Shared Infrastructure Utility Operational View



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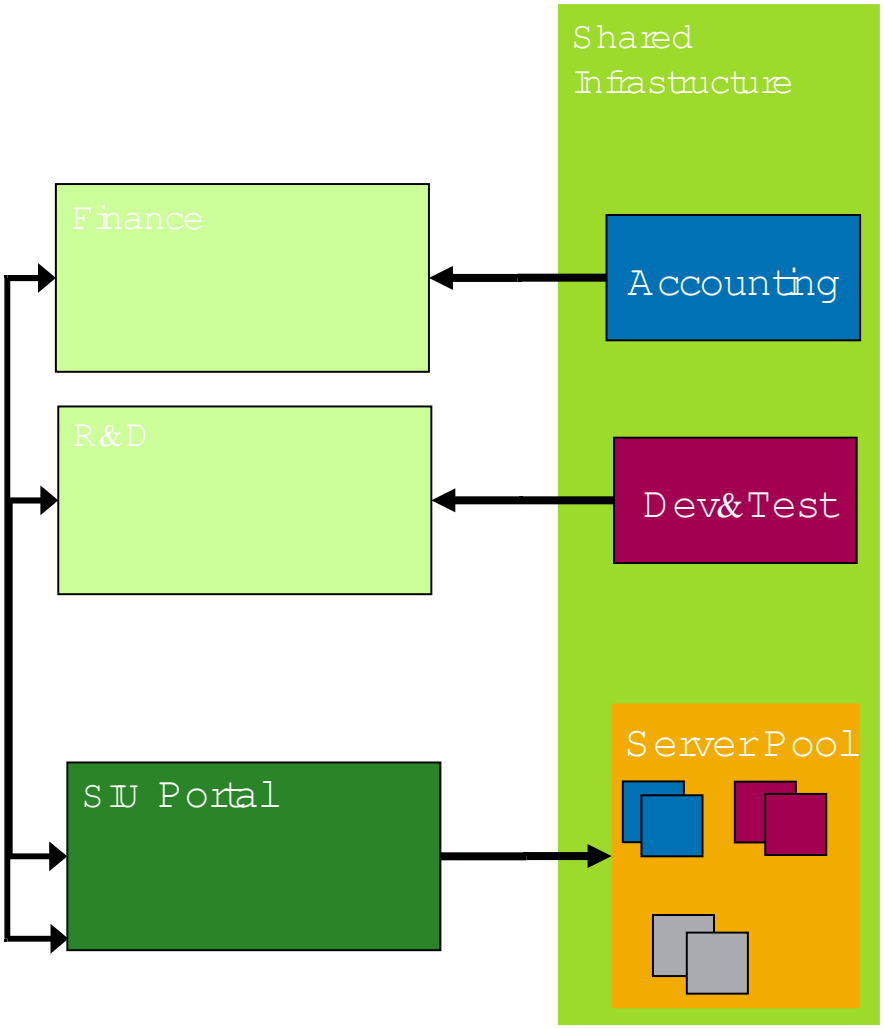
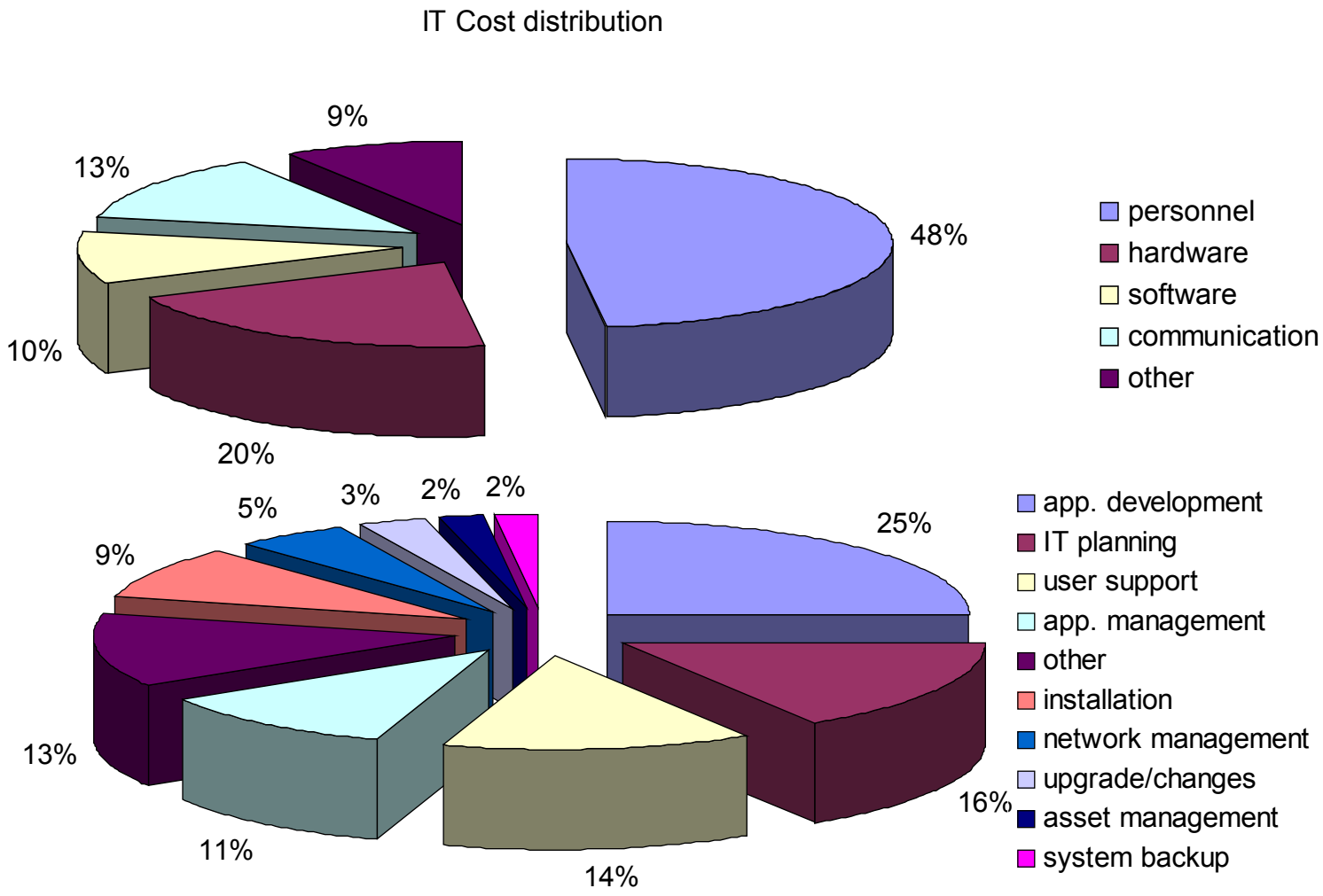
End of month example of capacity swap from Dev&Test to Finance

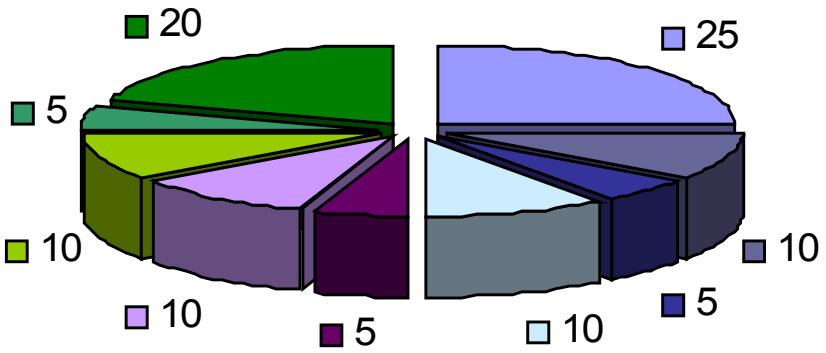


IT costs distribution



Shared Infrastructure Utility for adaptive enterprise will result in unique significant economic value

Est. Yearly Benefit (customer example)



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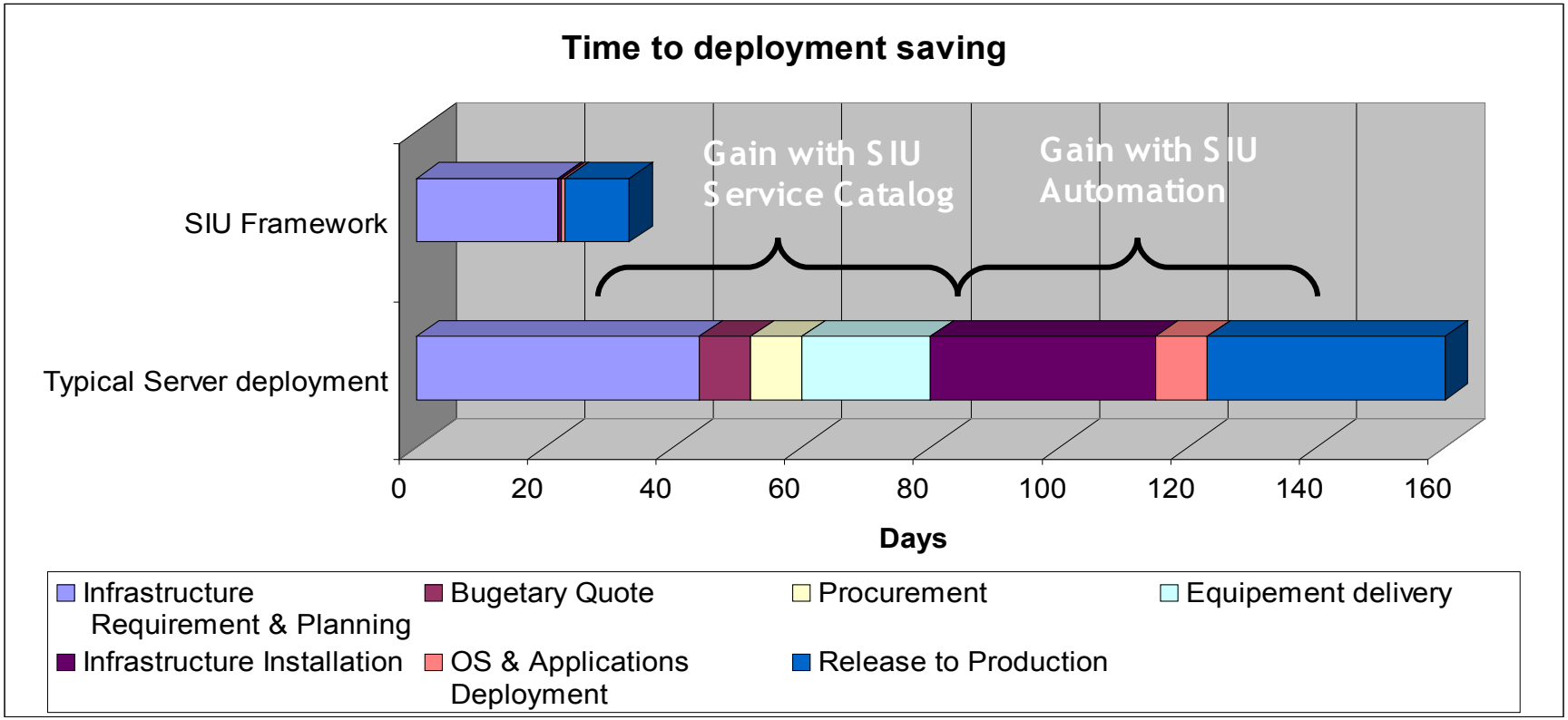
IT benefits during infrastructure provisioning



Benefits for an Enterprise Architecture

- The combined approach look at all the IT dimensions of an Enterprise in a cohesive and adaptable way.
- It permits a better IT delivery alignment with the Enterprise business strategy.
- It proposes a transformation journey with clear milestones along the way while delivering on the day to day Enterprise objectives.