

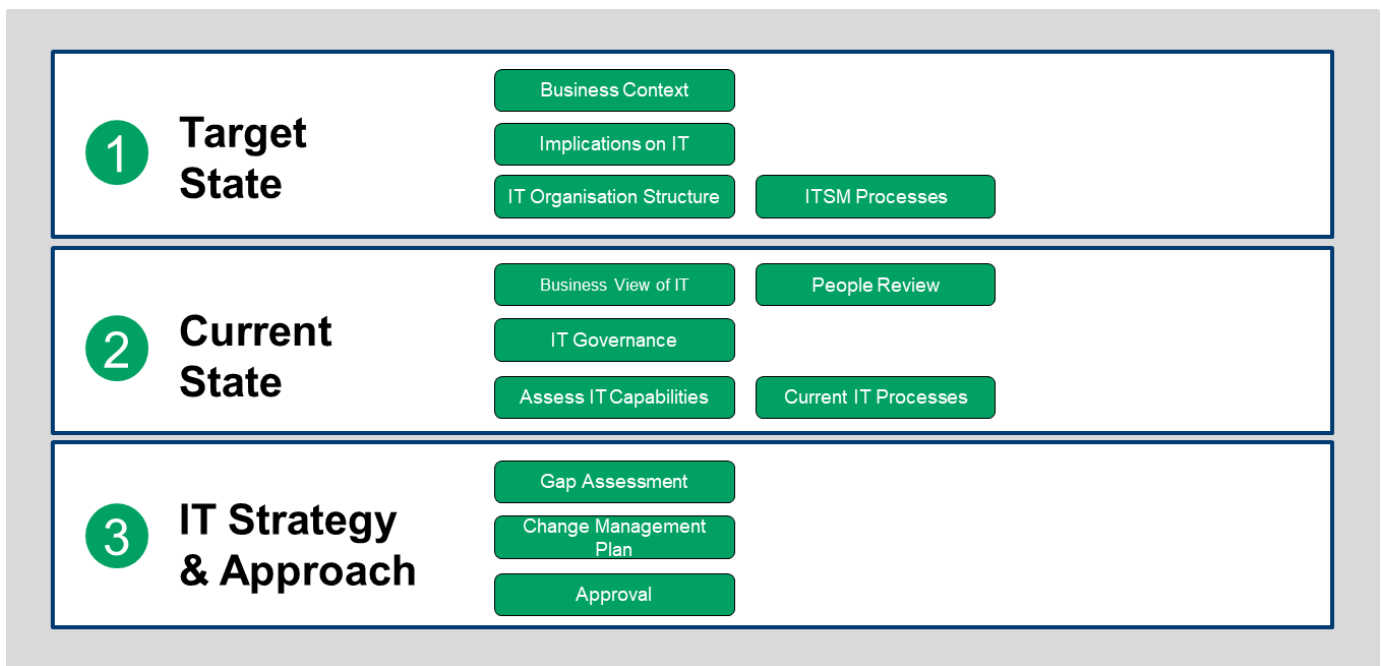
Background

Request from a Government Crown Corporation to define how their 30 person IT Group needs to evolve to better serve the corporation.

Approach

Prior to defining any change or future state, it is important to understand the business context, goals, and current strategies. For example, is the business growing, shrinking, needing to conserve cash, moving into new markets etc.

Discussions were held with the senior leadership team to understand context, and with the IT management team to get more detail. Through this process the objectives and critical roadblocks for IT became clear and were used as a basis for defining the future state.



An iterative, collaborative approach was used with the CIO and IT Leadership in order to define a future state IT Organization structure, based on industry best practices, but overlaid with the practical restrictions of the organization. This process also identified a number of critical roles that were needed.

Conducted a thorough review of the current state of the IT Organization structure and processes in order to define issues and concerns. These workshops identified opportunities for improvement in areas such as how IT supports the business and further digital help the business needed.

Strategy and Roadmap

The key deliverables from this engagement were the future state IT Organization structure, with suggested approaches on how to implement over time to allow for appropriate change management. This included recommendations for filling the modified roles and for recruitment.

Recommendations and detailed processes were mapped out for the improvement of the service desk, based on ITSM best practices. These would provide for a better level of service with proper KPIs to monitor ongoing performance.

The review also identified suggested strategies and other areas for future improvement.

Summary

A digital strategy is dependent on the needs of the organization and can take many different forms. In this case it was mostly inward facing, with the objective of improving the IT Organization and its capabilities.

