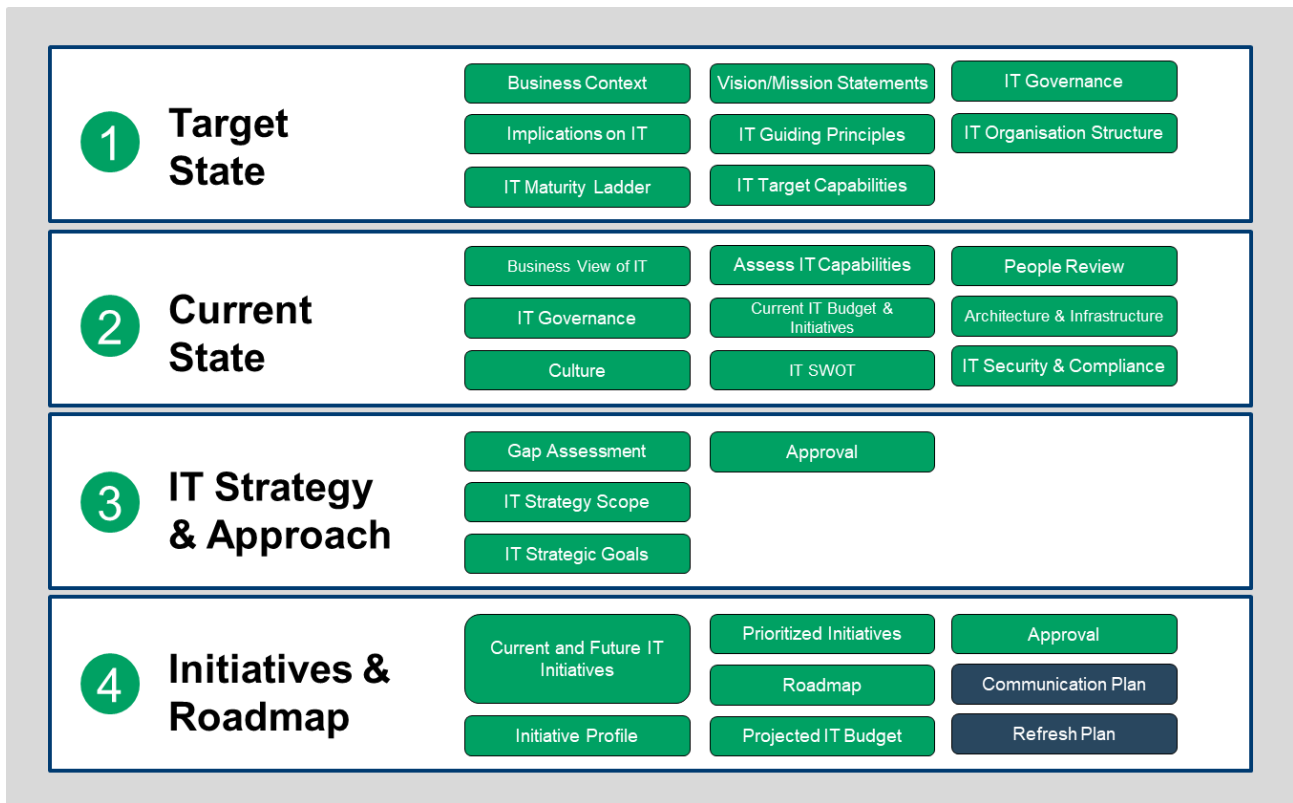## Background

Business concern: IT team not able / agile enough to deliver the necessary results, fast enough to move the company forward.

Comprehensive review of the existing IT organization, infrastructure, and applications of a 300 person Insurance and Financial Services Company, followed by definition of a future state vision and building out a prioritised roadmap for the future.

Approach

The image below provides an overview of the approach which starts with the target state and ensuring a clear understanding of the business context and strategy. This then drives what is needed from IT.
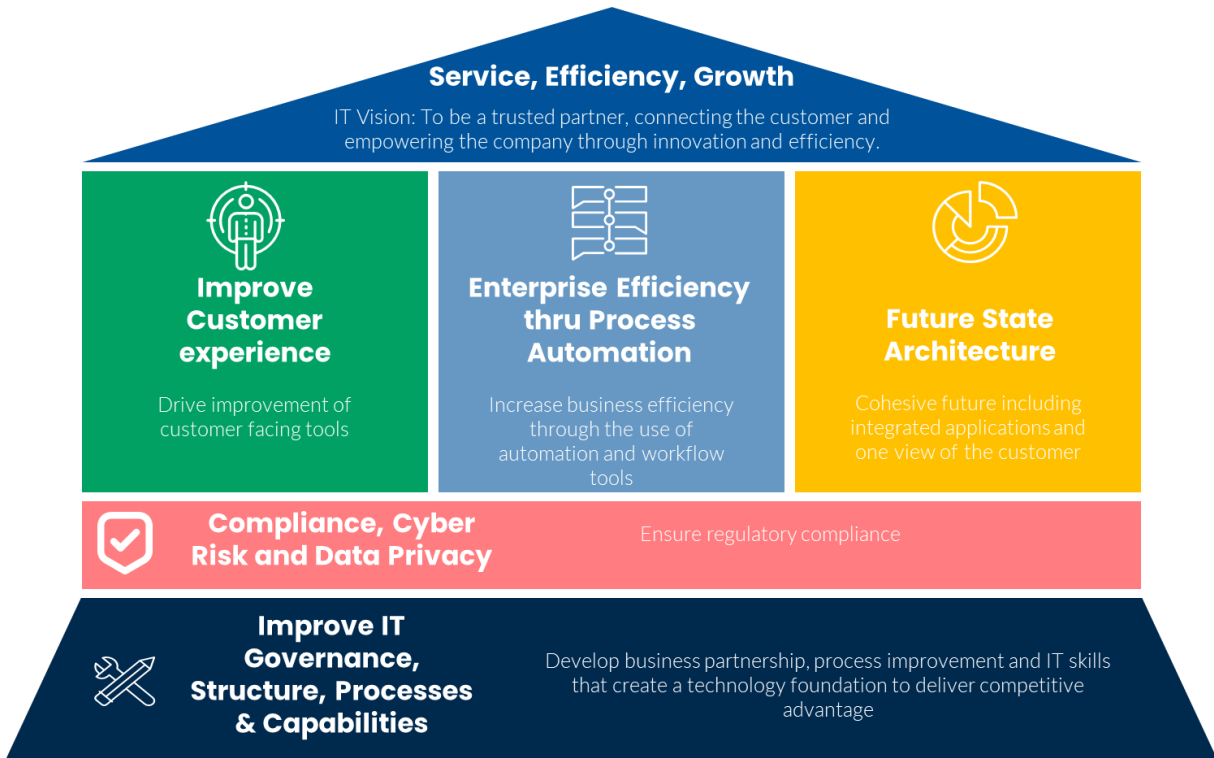

The definition of the future state included a restructuring of the IT Organization, built around industry best practices, and creating a clear vision and mission for IT.

The current state included assessment of most aspects from people to infrastructure to governance, identifying key areas requiring attention, and proposing appropriate solutions.

Strategy and Roadmap

The IT Strategy shown below, once agreed with the senior leadership team, provided clear guidance to the areas of focus for IT, and a structure by which to have conversations with both IT and business teams.

This combined with the previous analysis and business strategy, plus immediate business priorities, allowed the building of a digital roadmap for the company for the next 3-5 years, plus a more detailed plan for the year ahead.

Summary

A comprehensive review of all aspects of IT for the organization that resulted in a restructuring of the IT organization, implementation of improved IT processes around governance and support, a clear vision for the future, and a set of roadmaps on how to get there. It also resulted in some high priority projects that were required to immediately rectify major infrastructure shortcomings.

Early results already show improved customer service and service desk performance, clearer development team responsibilities and less wasted resource due to overload of projects. Business leaders also feel more ownership of the IT project portfolio.