FLEXCARE FACT

Less than 43% of devices that we have in FlexCare are covered by our Breach Detection offering. At $3.25/device/month this can be a low cost, high return layer to your security model. If you don't have it and want to learn more about Breach Detection, please see your Account Rep.

NETWORKCENTER
INCORPORATED

IT Planning: Maximizing Value, Security, and Resources

Increase your businesses value, security, and profitability by defining a multi-year IT strategy that aligns with your goals.

Introductions

Jason Carlson, Infrastructure Manager
Todd Bortke, VP of Operations

Benefits of an IT strategy

Technology roadmap

Document business context & key initiatives

Strategic blueprint

Transform current state to desired future state

Tactical

Aligns technology initiatives with business goals

Not a list of IT to-dos

Why have an IT strategy?

Increase:

- Stakeholder support
- Businesses value
- Security posture
- Profitability

Identify:

- Potential risks & strategies to mitigate them
- Gaps by mapping out current state to desired future state

Assist:

- Map IT investments & resource allocation

How to create an IT strategy

- Assemble a cross-functional team

- Understand future business strategy

- Assess the current state of IT

- Scan external factors & technology

- Envision future state

- Conduct a gap analysis

- Analyze scenarios & strategic options

How to create an IT strategy

- Craft IT strategy (preferably for 5-Years)

- Define the IT operating model

- Analyze IT initiatives & prioritize based on value, cost, & complexity

- Detail out implementation roadmap

- Socialize & secure buy-in from stakeholders

- Assign success metrics

Govern the journey & communicate continuously

Assemble a cross-functional team – Add Graphic

Differing expertise

Different departments

Challenges of the modern business environment

Consistent innovation to survive

1

Future business strategy

Key components of a business strategy

- Vision and Objectives
- Core Values
- SWOT (Strengths, Weaknesses, Opportunities and Threats)
- Tactics and Operational Delivery
- Resources and Resource Allocation
- Measurement and Analysis

Future Thinking

Assess "Current State & Opportunities"   ○○○

- Current OS
- Patch Compliance
- End of Life/Support
- Asset inventory
- MFA
- Anti Virus
- Security Awareness
- Aligned with Business Goals
- Scalability

- Integration
- Support
- Innovation
- Stability
- Vulnerabilities
- Outdated Technology
- Monitoring
- Risk Assessment
- Security

3

Assess external factors & trends

Current trends? Leverage NCI to help.

Emerging & existing technologies enhance productivity and boost revenue.

Be on the cutting edge, not the bleeding edge.

Current trends to consider:

- Artificial Intelligence
- Cybersecurity
- IoT
- Augmented reality
- IT Governance and Compliance

Gap Analysis

6

Envision future state (5 years)
DO:

Design from the future backward, not from the present forward

Focus on possibilities, not limitations

Foster creativity and innovation, which will lead to breakthroughs

Think outside the box and question the status quo

Envision future state (5 years)
DON'T:

Rush to judgment: "We have tried it before and it doesn't work…"

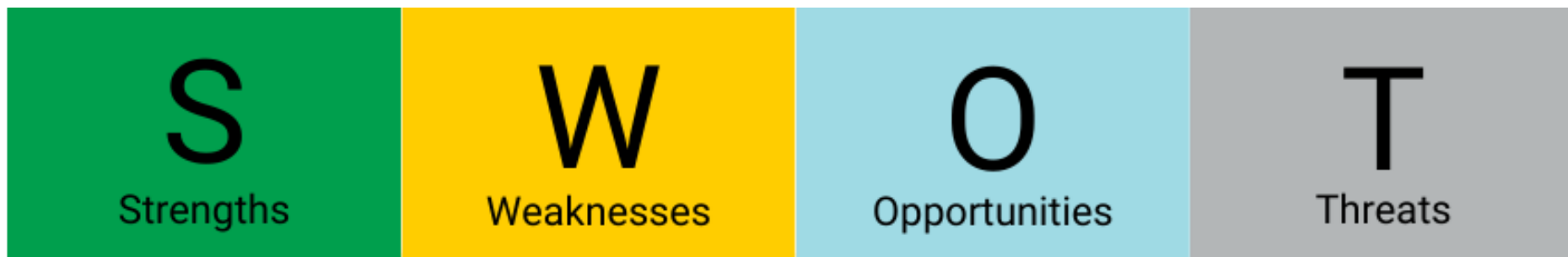Have the attitude of "Good luck getting approval for it."

Harbor the thought "We don't have time for that now."

Say "This will never work because our culture is different."

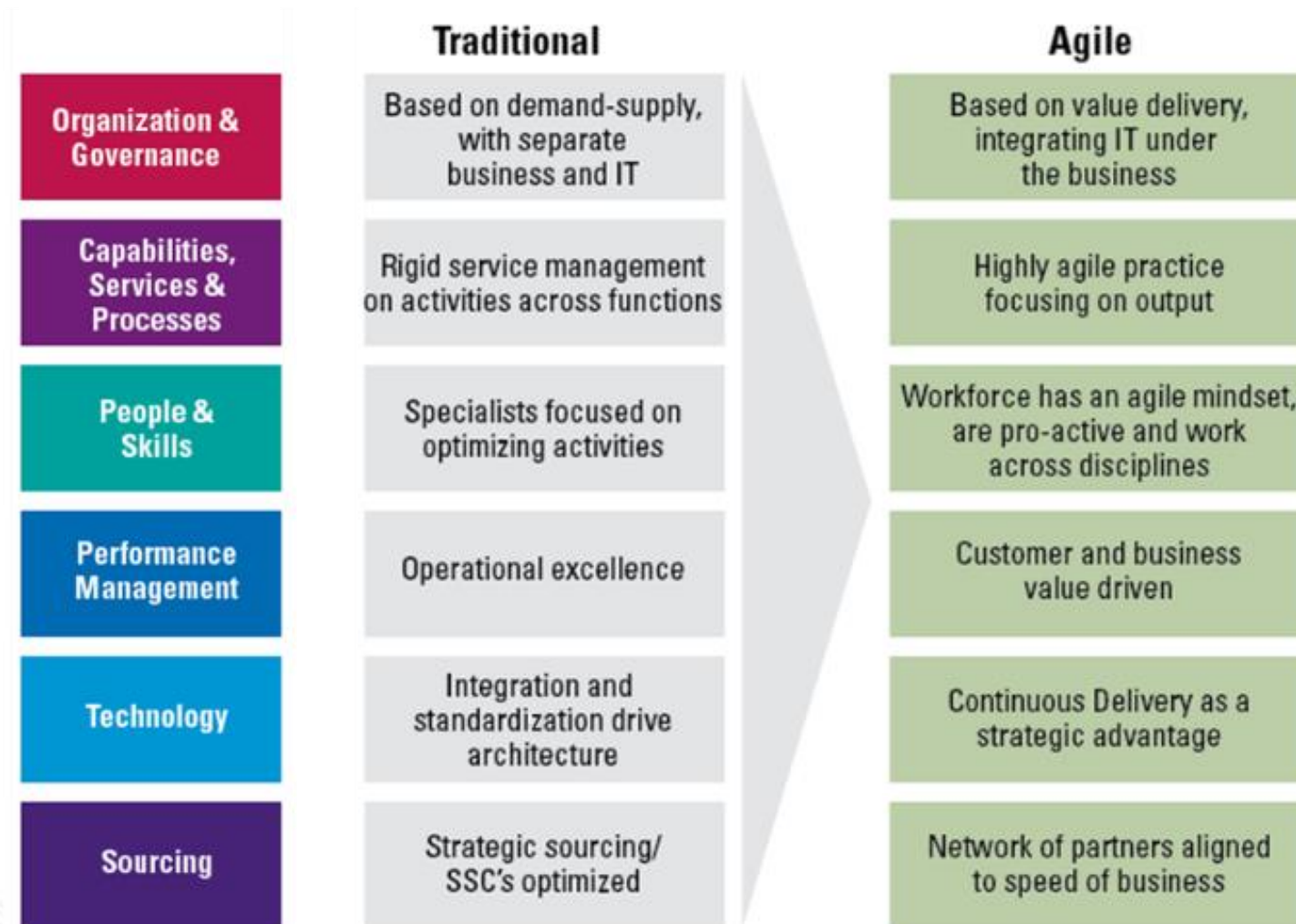| S	W	O	T
Strengths	**Weaknesses**	**Opportunities**	**Threats**

Analyze scenarios & options

PESTLE analysis
(Political, Economic, Social, Technological, Legal, & Environmental)

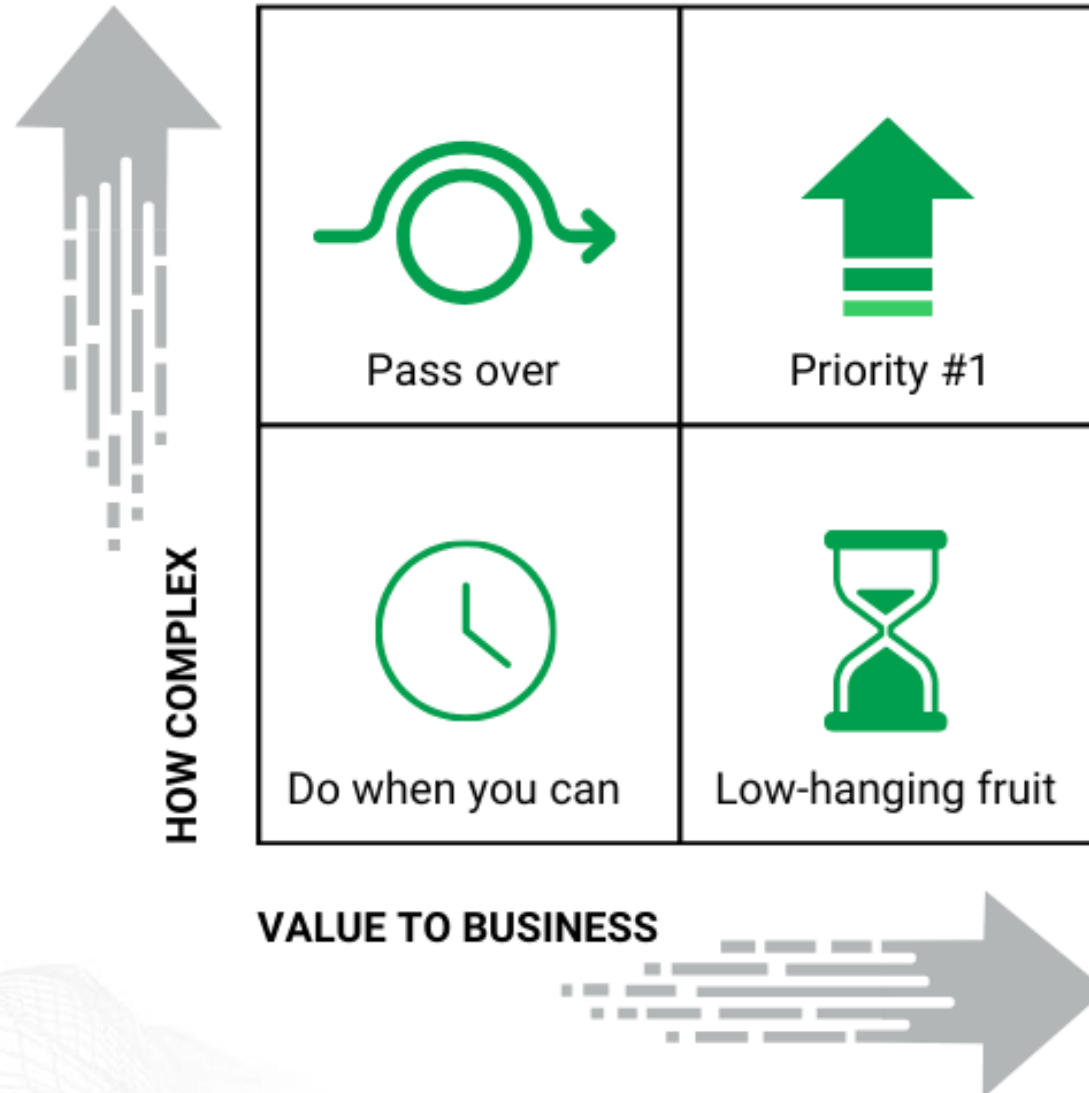**Market trends** & **customer needs:**
Identify potential opportunities or areas of growth

IT operating model

	Traditional	Agile
Organization & Governance	Based on demand-supply, with separate business and IT	Based on value delivery, integrating IT under the business
Capabilities, Services & Processes	Rigid service management on activities across functions	Highly agile practice focusing on output
People & Skills	Specialists focused on optimizing activities	Workforce has an agile mindset, are pro-active and work across disciplines
Performance Management	Operational excellence	Customer and business value driven
Technology	Integration and standardization drive architecture	Continuous Delivery as a strategic advantage
Sourcing	Strategic sourcing/ SSC's optimized	Network of partners aligned to speed of business

Image courtesy of: https://www.compact.nl/en/articles/agile-transformation-of-the-it-operating-model/

Complexity to value model

Implementation Roadmap

Tactics are generally high-level initiatives

Each tactic should have a timeline

Comprised of smaller tasks or jobs (also with timelines)

Assign to an owner

Secure buy-in from stakeholders

1 What motivates stakeholders?

2 Be Truthful

3 Stakeholders Expectations

4 Reaffirm goals & communicate progress

5 Remain consistent

6 Provide Feedback

Governing

Set Deadlines

Define Goals

Research Trends

Prioritize Initiatives

Monitor Progress

Assign success metrics

KPI (Key Performance Indicators)
- Quantifiable measurements
- No one-size-fits-all
- Usually several different metrics

Benchmarks
- Determine business performance based on industry
- Set metrics before starting
- Monitor beginning to end

Constant communication

Govern the journey & communicate continuously

Challenges

Uncertainty

Lack of resources

Subject Matter Experts

Stakeholder misalignment

Document roadmaps

Identify & prioritize initiatives

Collaborate between teams

Roadmap review

Quarterly check-in

Revisit your business strategy

Analyze short-term and long-term goals

As business plans change, adjust IT strategy

Monitor benchmark changes

Create an IT strategy blueprint (preferably in 5 years)- Timer & Graphic (Strategic assessment of IT)

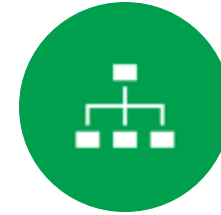Discovery: Factors that might affect an organization

Business strategy drives technology strategy
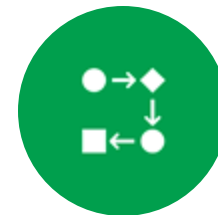
Set a vision for IT

Set objectives and goals for IT

Strategic assessment of IT capability

Create an implementation plan

Identify costs

Track & communicate progress

Questions

THANK YOU

Visit us at the NCI booth
in the main hall.