

The Key Stakeholders

- CTO and CIO
- Middle Management in both IT and LOB
- Chief Architect, IT Governance

The Key Question

- How can I prove to the Financial Audit Committee and demonstrate to the Enterprise that my IT Organization performance is better than industry bench marks in terms of service, cost, quality and IT risks?

Opportunity Statement

Majority of IT and LOB management would agree that the enterprise has given IT Organization a mandate and budget to deliver the following services:

- Basic IT Services (as defined in IT Service Catalogue) at an agreed Service Level with the lowest possible Cost
- Help the Enterprise manage Information Technology Risks arising from both new and obsolete technologies

- Help achieve Organic Growth by aiding in the delivery of new products and services with the fastest possible time to market and the highest quality and lowest cost possible
- Help exploit acquired capabilities through mergers and acquisitions as well as partnering with different organizations.

Due to numerous reasons, the performance scorecard of most IT Organizations in terms of the above mandate has not met either IT nor LOB management's expectations.

QRS Approach

By Integrating TOGAF and IT Organization Maturity Model, QRS Architects have developed a framework, methodology and plan to address the above defined IT Business Challenge. The following briefly describe our approach:

- Take Architecture and Solution Building Block approach to define and standardize core IT services such as Platform, Network, Data Management etc, Common Services such as Document Management,

Security, Collaboration etc. and business process such as Loan Origination, Credit Risk Profile, Contact Management etc.

- Use Enterprise Portfolio Management approach to define business case for IT and LOB driven capabilities and manage them to deployment
- Benchmark the performance of IT Service Catalogue against industry experience and develop continuous improvement plan
- Integrate Reference Architecture and IT Governance with Solution Delivery Life Cycle to ensure long term sustainability and continuous improvement

QRS Experience

QRS Enterprise and Domain Architects have worked in several industries and organizations to define this framework and reusable assets. With the help of our EALC Software - ITO, and our predefined toolkit of reference architecture for most common IT services, we can help you achieve the following results:

- Transition IT resources from Solution Development and Support Model to Problem Definition and Exploiters of existing IT Building Blocks and Assets
- Eliminate the IT and Business barrier by creating

common vocabulary, roles and responsibilities

- Transition IT Organization from current perception of 'Cost Centre view of IT' towards the target view of being a Business Strategic Partner by standardizing basic IT services
- Demonstrate tangible business results within first three months

"By bringing manufacturing industry standardization experience and rigor to IT, QRS architects changed the landscape of our Simplified IT Program" Chief Architect

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