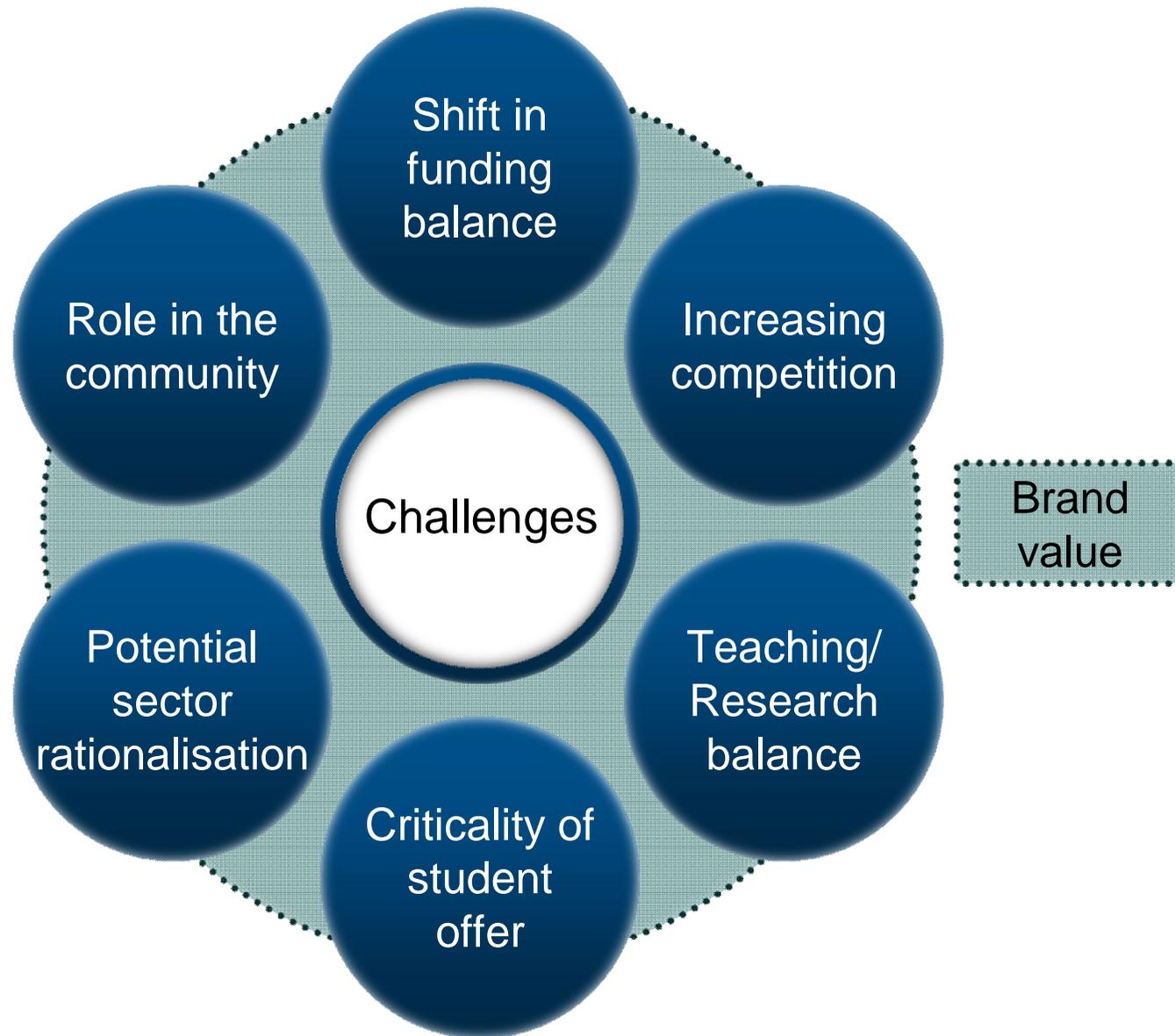


# ITaaS Readiness



## Rock

Environmental considerations

Seeking savings

Move from "Heavyweight" Data Centres

Budgets reduced

Looking for innovation

Changing fee structures

More than "housekeeping"



CIO

## Hard Place

Maturing services market

Technology developments

Virtualised / Cloud Data Centres

Changing skill requirements

Recruitment challenge

Increasing service demand

Increasing security and continuity

Old Chinese proverb:

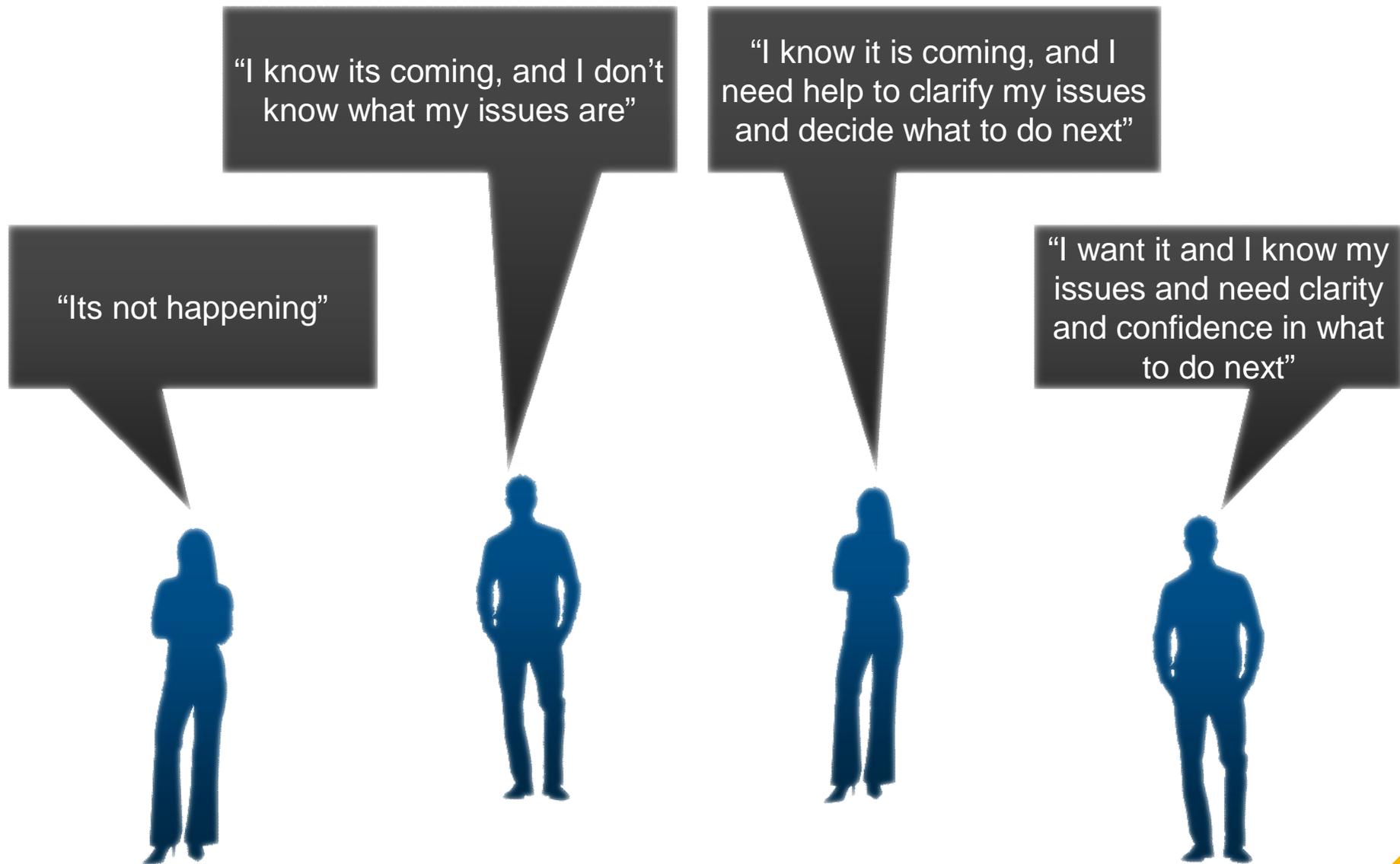
If you don't know where you are and don't know where you are going, there is no point having a map

Shift in attitudes to IT service delivery in HE

Activity in HE around Cloud and Shared Services

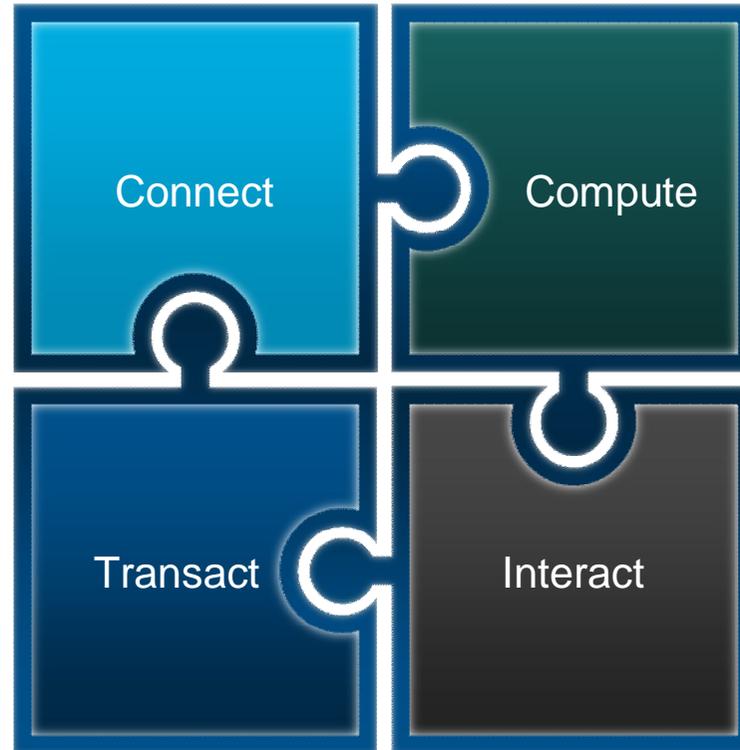
How ready are institutions?

# Four Typical Mind Sets



## The Four Quadrants – A Multi-faceted Approach





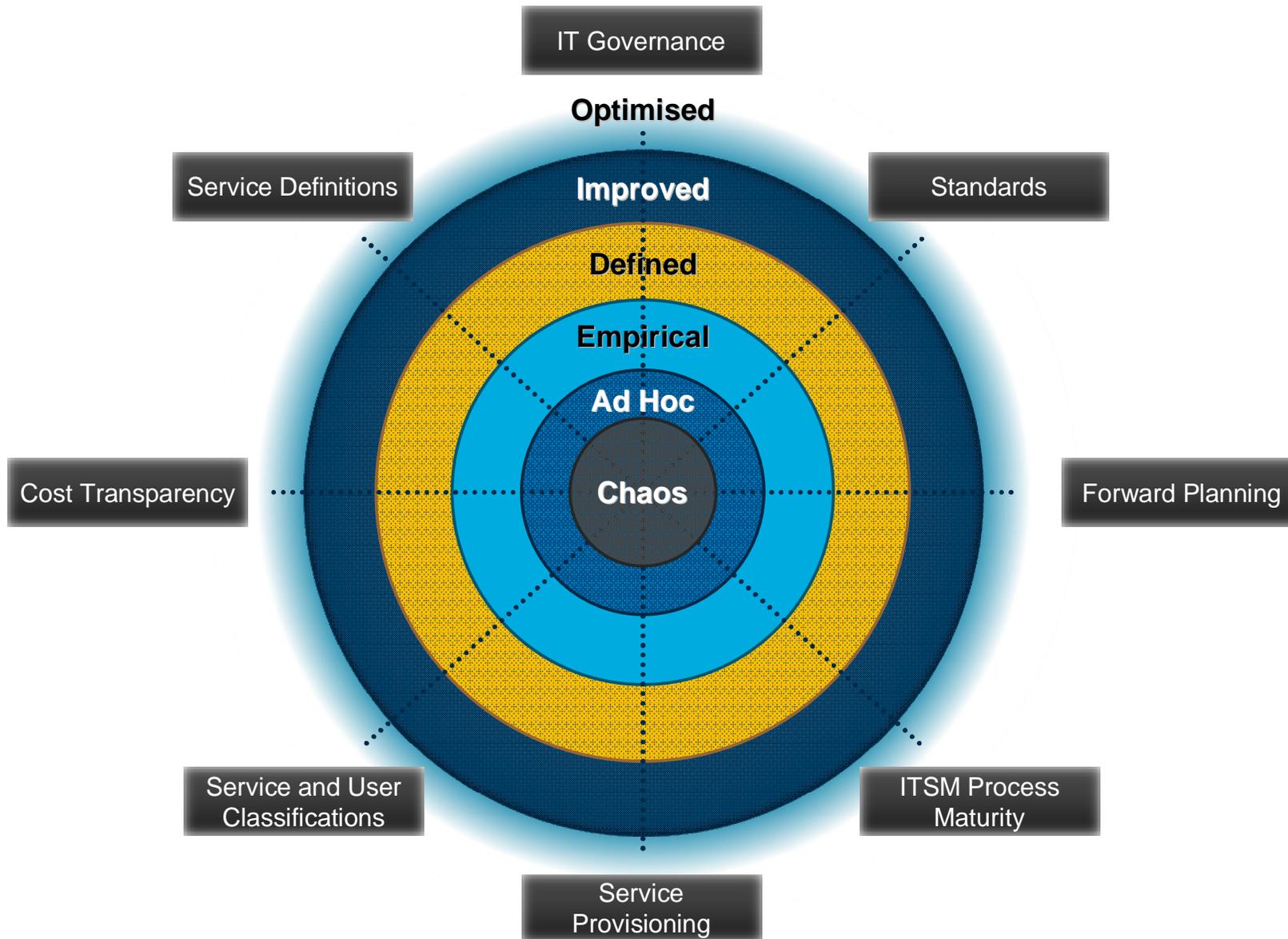
“Every institution is unique”

Risk mitigation

Make ‘true-value’ comparisons

Reduce cost and increase value

Identify clear outcomes and know how to achieve them



- **IT Governance:** Includes IT Steering Group, Performance Measurement Framework, Performance Indicators, IT strategy, Partner / Supplier engagement, Procurement and IT service delivery management
- **Service Definitions:** Includes definition of service set, service catalogue, service definition processes, service levels and role of wider organisation in defining and agreeing future services and service levels
- **Cost Transparency:** Includes financial management processes, approach to budgeting, service costing and value creation, approach to procurement decision making and service charging
- **Forward planning:** Includes approach to long term planning, development of services, IT team development, business continuity, disaster recovery and the relationship between staff development, strategic priorities and budget setting

- **Service provisioning:** Includes approach to provisioning of services, capacity management, configuration management, asset management and explores how outputs from these processes create value for the organisation
- **Standards:** Includes project management methodologies, technology standards, a structured data model, an information framework for unstructured data, enterprise architecture, standard definitions for key items, key accreditations and ITIL alignment
- **Service and user classifications:** Includes definition of an IT user /consumer by function, identification of IT and service assets needed, and definitions of the service requirements and related technologies required
- **IT Service Management Process maturity:** Includes overall approach to service management, key service management processes such as Change Management, Problem and Incident management, ITSM “standards” and software tools used and associated levels of automation



What are your challenges over the next three years?



How is your service delivery model likely to change?



What are your areas of strength?



What areas do you need to develop?



How do you know?

