




JUMP-START YOUR INFORMATION TECHNOLOGY OPERATIONAL EXCELLENCE APPROACH IN LESS THAN EIGHT HOURS



Each Workshop:

- Can be delivered independently of others in the series
- Less than one day in length and can be delivered at your site
- Drives improvement immediately with tools and guidance *adopted on Day 1*.

IT ENHANCES PROFIT — OPERATIONS AND INNOVATION

IT Operations and IT Innovation are not mutually exclusive. The best IT shops are those pushing the process envelope.

Processes are evaluated from both an efficiency and a financial perspective, with metrics showing the same.

- Are your Operations metrics focused inward rather than toward the business processes they affect?
- Do you assess a “one-off” customer request via a financial feasibility view?
- Can you show the impact of downtime, financially as well as operationally?
- Is your Process portfolio aligned to your IT teams and the business needs?
- Are you trending in the right direction?

The clock is ticking

Fast-Track IT Enablement™
Series C: Operational Excellence
Executive Workshops for Jump-Starting Action

**WORKSHOP C7:
PROCESS PROFIT**

**WORKSHOP C8:
GAINING THROUGH A 'ONE-OFF'**

**WORKSHOP C9:
IT OPERATIONS METRICS AND BUSINESS**

YOUR BENEFITS

- Your leadership attacking latest IT challenges with structure and rigor on Day 1 — Fast-Track knowledge
- ROI tools and execution plans to measure/advance the hard benefits of your IT strategy
- Senior IT managers stepping into IT “business management” responsibility
- Ready to use, structured actions and tools for IT business management
- Executive IT leaders and practitioners who built “business management” IT
- Plans and *Answers* to your IT Challenge, in one day, with minimal impact to your schedule.





OUR DIFFERENCE

Collaborate	Drive	Sustain
		
<ul style="list-style-type: none"> • R&Rs and action plans for leaders 	ROI in a matter of weeks vs. years	<ul style="list-style-type: none"> • Tools to maintain and sustain urgency
		
Day 1 Readiness	Day 1 Action Plans	Day 1+ Success

SERIES C WORKSHOP CATALOG ON REVERSE



Fast-Track IT: The Enablement Series™

Series C: Operational Excellence

Executive Workshops for Jump-Starting Action

Series #	Series	Work Shop #	Workshop	Executive Mgmt	VP / Directors	Senior Managers	Program & Acct. Mgrs
C	Operational Excellence	7	Process Profit	Secondary Focus	Primary Focus	Secondary Focus	Secondary Focus
		8	Gaining through a One-off	Secondary Focus	Primary Focus	Secondary Focus	Secondary Focus
		9	IT Operations and Business Performance	Secondary Focus	Secondary Focus	Primary Focus	Primary Focus



WORKSHOP C7: PROCESS PROFIT

WORKSHOP C8: GAINING THROUGH A 'ONE-OFF'

WORKSHOP C9: IT OPERATIONS METRICS & BUSINESS PERFORMANCE



Without a process culture, costs leak out of the organization and profits diminish. With a focus on TCO and profitability of your workflows, we provide a “fast track” method to build robust processes without having to spend months in tiger teams.

Organizations must manage outliers or ‘one-offs’ from their standard customer service offerings. We teach steps of innovation by using examples of non-standard requests that can enhance the process portfolio, can and measure financial value.

While transactional monitoring and metrics concerning trends and capacity is important, IT must tie their metrics to business impact, collaborating with the business units and with finance on how Operations affect the bottom line.



- The Misunderstanding of Process Orientation
- Adding Value and monitoring; Not Bureaucracy
- Process Model and Speed; Construction and Usage
- More than a “cost center”: Process Financials ROI

- Process Deviations, Issues and Opportunities
- Escalation needs and shortcuts for exceptions
- Process Change Feasibility
- Financial Analysis, Change Management and Monitoring Volatility

- Metrics -- facing outward vs. inward.
- Maturity Levels in IT Operations Business Metrics
- Financial Effects of Downtime
- Continuous Improvement and Business collaboration



- How to develop/sustain the process mindset in all IT
- “Fast track” process development tools
- Best practices around process libraries and sharing
- Stepwise and Collaboration Guide for Modeling

- How to evaluate and approach process change via finance / operation metrics
- Guideline and tools for assessing change impact
- Communication guideline and Lines of Business (LoB) collaboration plan

- IT Operations business maturity impact yardsticks
- Corporate ROI out of IT metrics monitoring
- Collaboration guideline for Business and Finance
- Survey of metrics and applicability to your business