

CASE STUDY

National Financial Institution

CLIENT PROFILE: International leader in innovative retail banking and lending, with a significant IT and application development focus.

BUSINESS NEED: Business growth exceeded capacity and capability of technology organization to effectively support the key business units.

OUR SOLUTION: Create a practical roadmap for maturing the technology organization with a focus on capability, flexibility, and agility. Help execute the roadmap to meet objectives within current financial and time constraints.

We developed a practical, customized approach using a two-phased program suitable for the organization's operational environment with a minimum of risk.

Phase I Comprehensive, Collaborative Roadmap Creation

- Assess the current situation with a focus on process, tools, and people.
- Create a vision for a mature IT operation based on business direction.
- Analyze gaps between “as-is” and “to-be” operations. Create a multi-phased program to migrate the technology organization toward the “to-be” model.
- Define detailed objectives, tasks, and deliverables for each phase.
- Establish resource and budget requirements (internal and external) for each phase.

Phase II Manage Program Execution Through All Roadmap Stages

- Define, document, and implement new and revised technology support processes.
- Charter, define, and implement new ITIL-based functions that are necessary to support the new service strategy.
- Identify and build project teams based on areas of impact, technology skill requirements, implementation priorities, and decision-making authority.
- Appoint leaders to function as multidisciplinary liaisons to maintain project management focus
- Fulfill the role of Program Director to ensure project coordination, resolve conflicts, and support each project leader with timely status communications and collaboration.

OUR IMPACT: The client successfully aligned new services and staff to provide business units with the quality support necessary. In doing so, the client realized increased throughput, improved use of resources, and increased on-time performance. In addition, the processes and functions implemented have enabled the organization to effectively support the future business growth.