

Using IVI's Service Management Capability Assessment to support two-speed (bimodal) IT

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Sunil Rajan is a senior manager in the Advisory Services practice of Ernst & Young LLP (EY) and leads the Digital Strategy service offering within EY's Financial Services Organization Digital practice. He has proven ability to work with CXO-level executives on strategic initiatives, business problems and information technology (IT) transformation with a focus on helping clients transform their IT organizations to rationalize IT costs, improve efficiencies, manage risk and realize higher value from their IT investments.

Sunil has global experience working on CIO/CTO-led initiatives, such as IT strategy, IT service management, capability improvement, operating model design, IT cost optimization, IT effectiveness and large-scale business transformations. Prior to EY, Sunil has held positions at Cognizant Business Consulting, Cisco Systems and Toyota Motor Europe.

Sunil leads the IVI-based services for EY's Financial Services Organization and is a sought-after subject-matter resource on industry-leading practices, including ITIL, COBIT and IVI.

Our clients are focused on leveraging new disruptive technologies, optimizing spend and increasing value to the business



Cloud capabilities to consolidate and simplify IT footprint



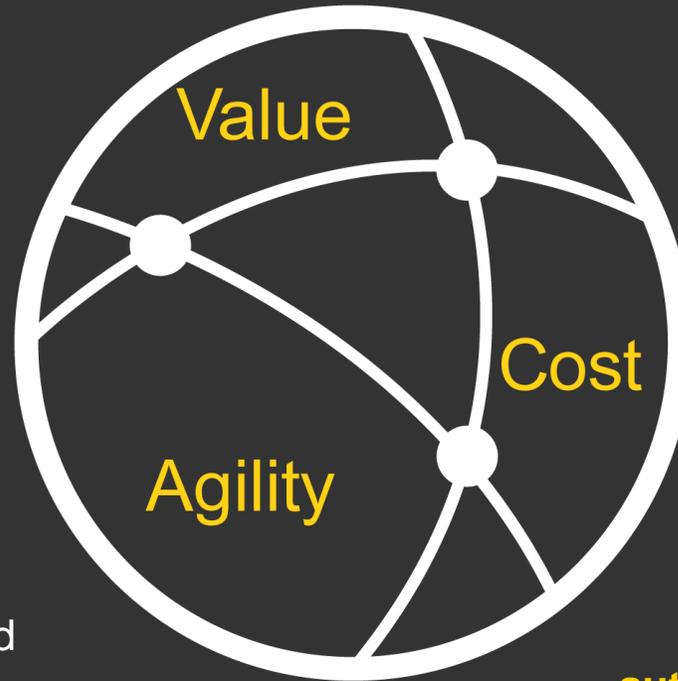
Agility to meet business demand for services and applications



Constant regulatory changes putting strain on IT infrastructures and capabilities



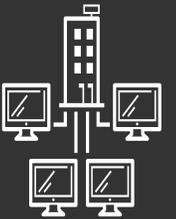
Continuous delivery for rapid deployment and to resolve problems proactively without disrupting other services



Digital disruption and digitization of the enterprise



Improved security to deal with sophisticated threat landscape



Strategic alignment with the business to drive greater top-line growth



Control and provisioning automation to deliver higher-quality and lower-cost IT services to the business

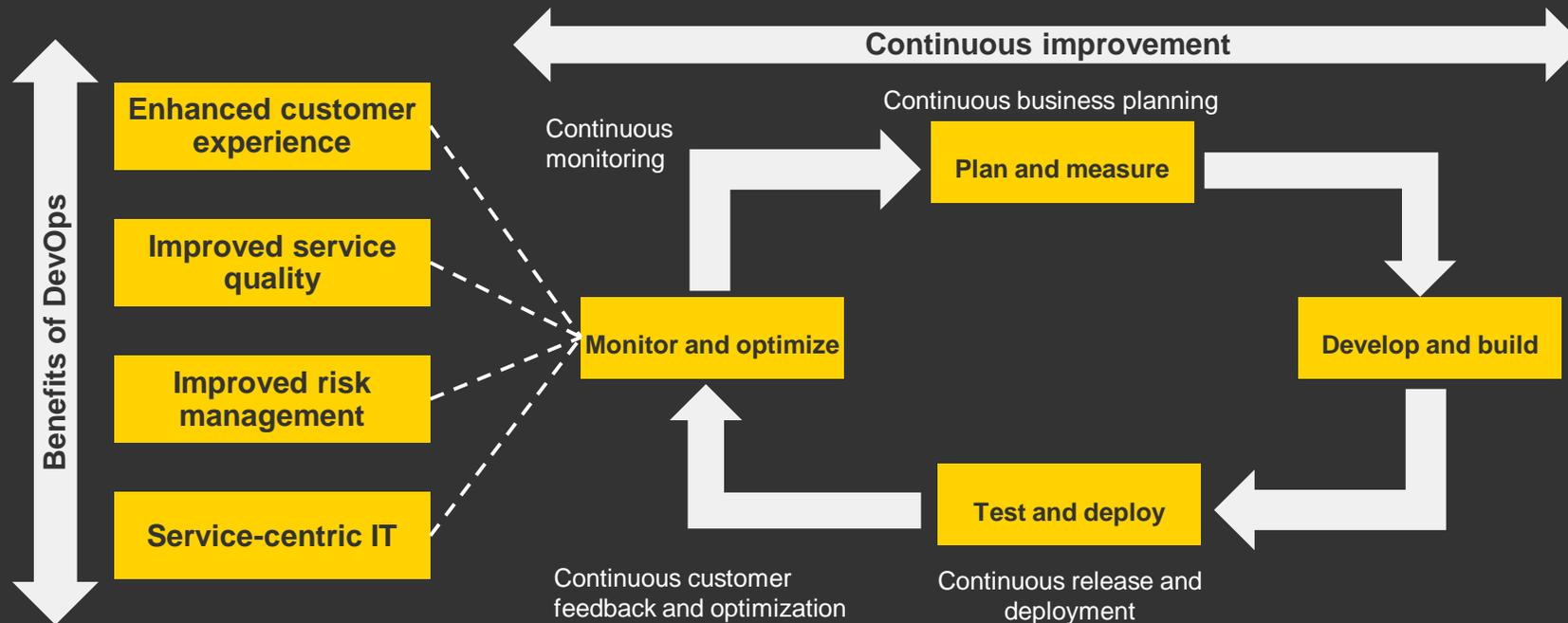


There is a growing need to implement disciplines like DevOps and two-speed IT to operationalize the services to meet business demand

DevOps is the practice of integrating software delivery processes through engineering and automation

- ▶ Enable rapid evolution of products or services
- ▶ Reduce risk, improve quality across portfolio and reduce costs

Develop and deploy features with lower cost, higher automation, better processes and predictable production outcomes using processes and tools



Effective service management remains the underpinning capability to address efficiencies, quality, increased customer centricity and faster time to market

Enhanced customer experience

- ▶ Client engagement and business alignment
- ▶ Easy-to-use service catalog
- ▶ Consistent service delivery through standardized processes
- ▶ Service cost transparency

Improved service quality

- ▶ Focus on service warranty
- ▶ Dynamic capacity management
- ▶ Faster time to market
- ▶ Proactive demand management



Service-centric IT

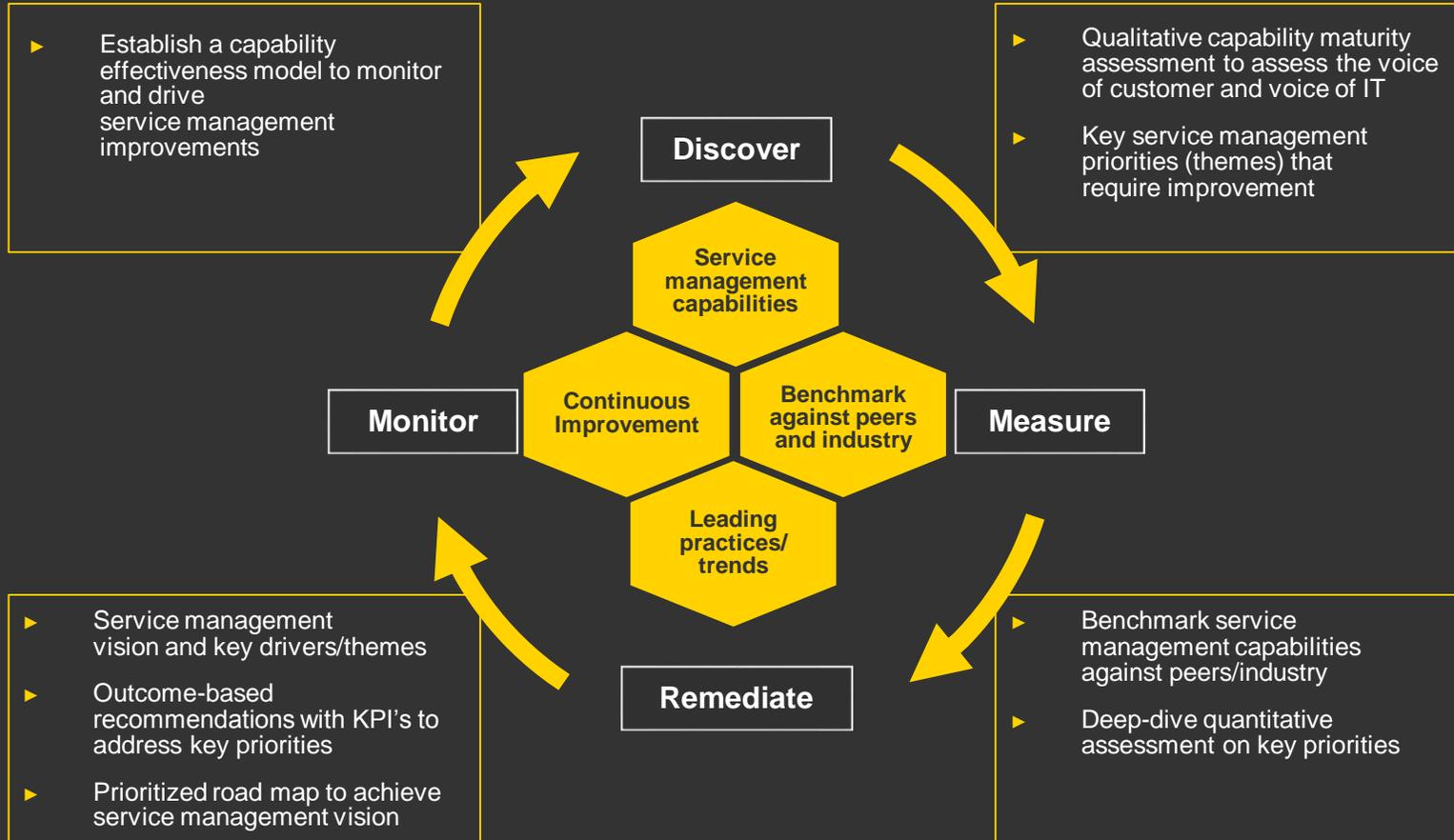
- ▶ Service-oriented catalog instead of a product-based catalog
- ▶ Clear understanding of how the service enables the business, and service-level requirements to meet business objectives
- ▶ Service portfolio and strategy in alignment with business strategy and objectives

Improved risk management

- ▶ Regulatory compliance around asset and configuration management
- ▶ Business continuity and disaster recovery management

We leverage IVI's Service Management Capability Assessment (SMCA) as part of EY's ITSM Effectiveness Framework

EY's IT Service Management (ITSM) Effectiveness Framework is built on a common set of industry standards and practices, and enables IT executives to effectively manage or develop their organizations' service management capabilities



Key components of the framework

Service management capabilities

- ▶ Capability maturity assessments based on industry-leading standards and practices, such as ITIL, ISO, COBIT and IVI

Benchmark against peers and industry

- ▶ Assessment of peer capabilities developed in collaboration with EY's sector teams with a focus on comparable or aspirational peers (where available)

Leading practices/trends

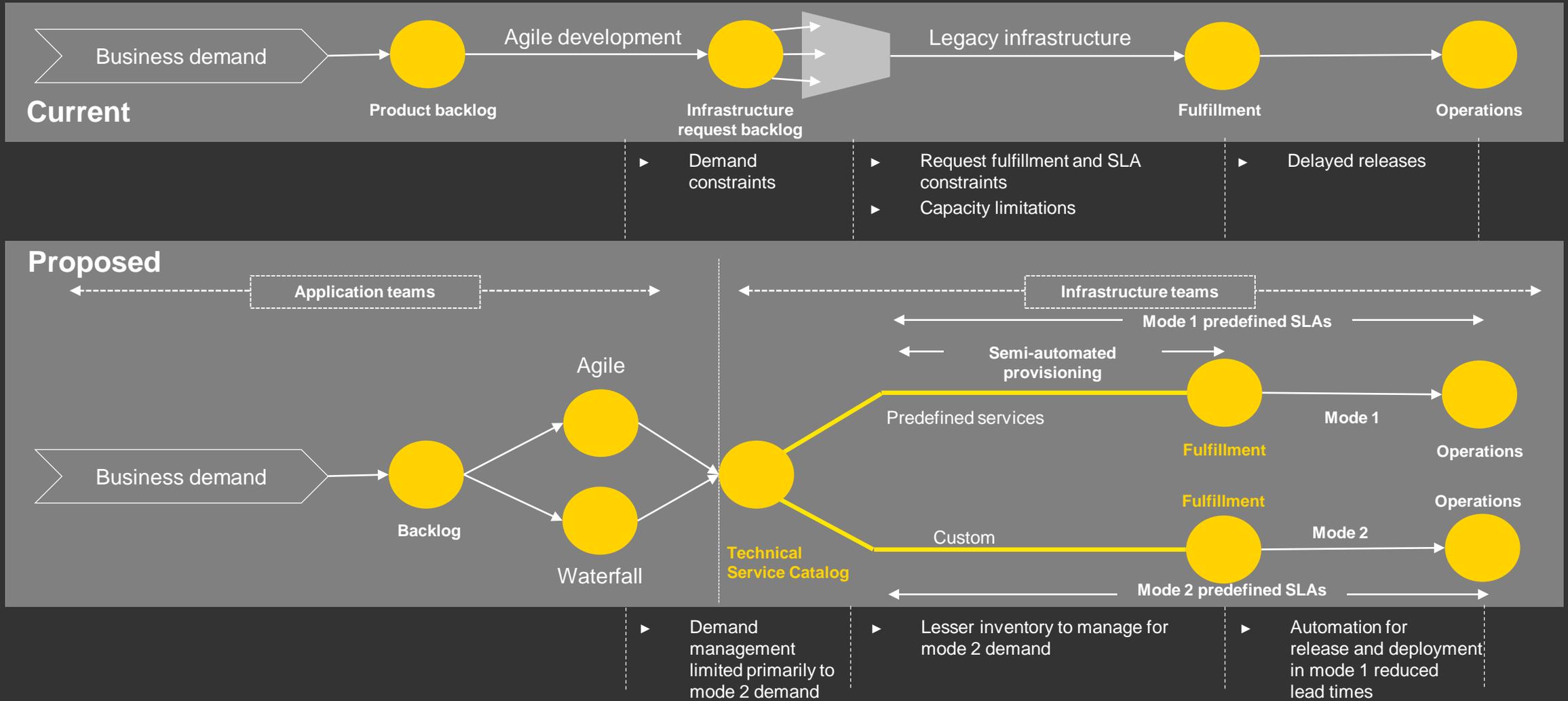
- ▶ Recommendations based on leading practices or trends identified by EY's sector and service management professionals

Continuous improvement

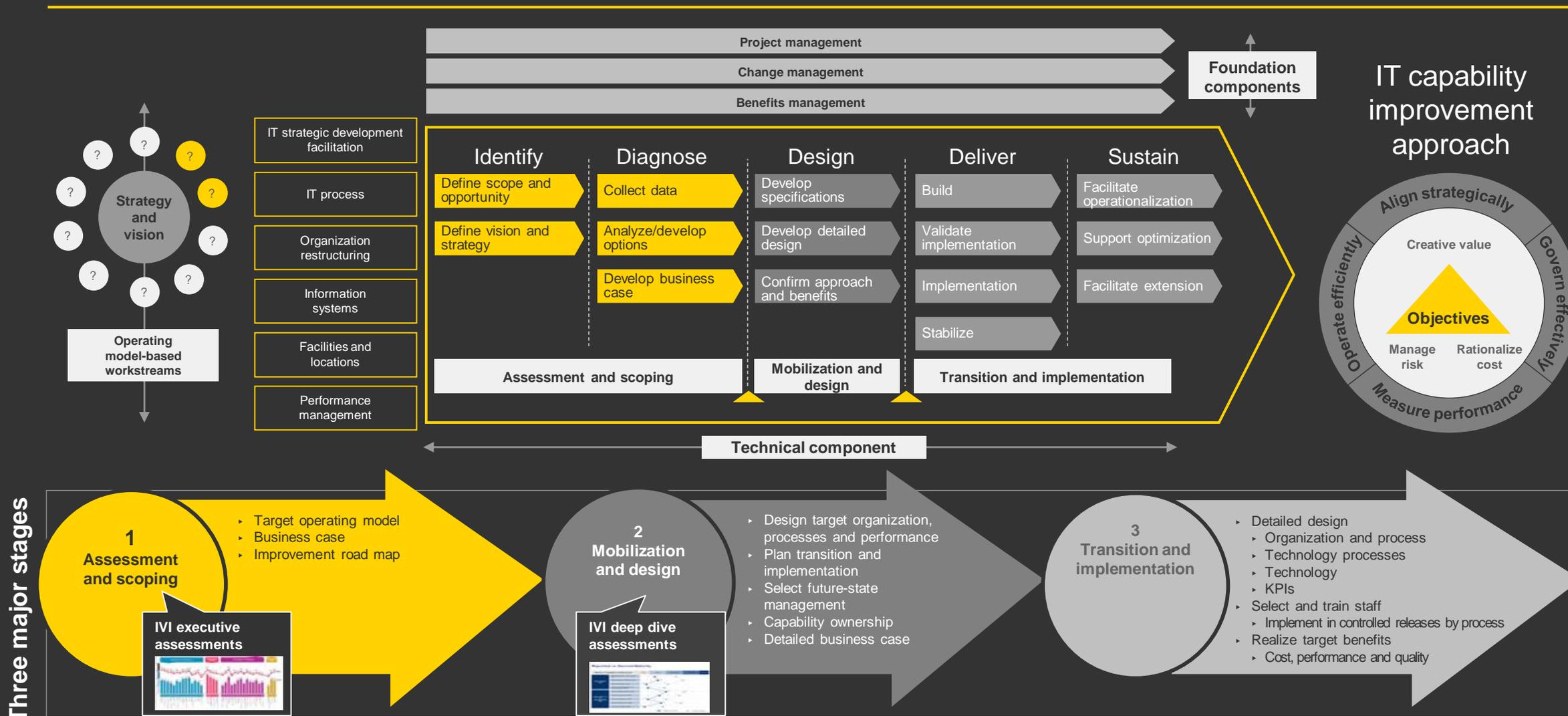
- ▶ Automated solutions using EY's IT Capability Accelerator that allows clients and EY to rapidly assess and monitor service management improvements

Illustrative example

Leveraging IVI SMCA to develop a road map for two-speed (bimodal) IT



EY integrates the IT CMF assessment into the first stage of its overall IT capability improvement approach



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