

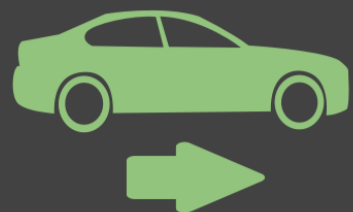
JOURNEY TO ITAAS



IT as a Service allows organizations to enhance their previously and carefully constructed cloud computing foundation by devising a totally new IT service delivery and consumption model.

This infographic prepares you for the road ahead with 9 recommended steps for a successful journey to ITaaS.

START YOUR JOURNEY HERE



STEP #1

DEFINE OBJECTIVES & BUILD CONSENSUS

Craft a clearly detailed, but easily understandable definition of ITaaS and how it relates to your organization.

STEP #2

DEFINE SCOPE & MILESTONES

The scope and individual milestones should generally possess a lighter, more agile structure than traditional IT projects with very different risk/cost trade-offs.

STEP #3

GATHER RESOURCES

Before beginning the transition to ITaaS, make sure to list all required resources dependent on the scope definition.

STEP #4

BECOME A MARKETER

With varying levels of interconnected responsibilities, communications to all stakeholders is key.

Commit to sharing updates on progress.

STEP #5

DEFINE SERVICE LIFECYCLE

Before defining the variety of IT services to offer, organizations need to establish a specific process for overseeing the lifecycle of services.

STEP #6

CREATE SERVICE STRATEGY

Create a service catalog based on the voice of the customer and current market research.

STEP #7

BUILD A FINANCIAL MODEL

This model will keep the organization informed as ITaaS fundamentally changes the way organizations buy, sell, and invest in IT services.

STEP #8

DEFINE NEW ROLES

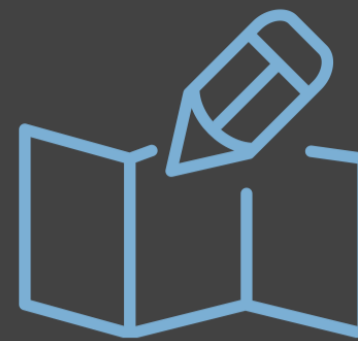
To maintain the consensus-building environment from Step 2, the transition team must clearly define the new roles.

STEP #9

IMPLEMENT CHANGE MANAGEMENT PROGRAM

Having a detailed Change Management Program clearly documented can mediate employee concerns as they arise.

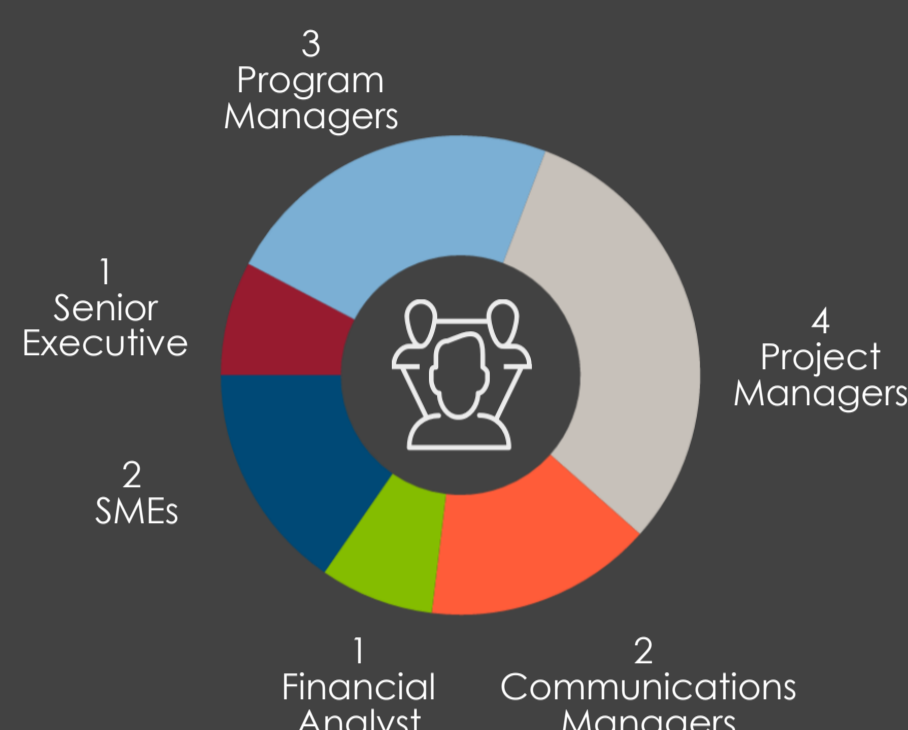
Before you hit the road, here are some key considerations:



- The transition to ITaaS takes time
- Gradual transition w/ flexibility
- Adopt a start-up mentality
- Strive for progress, not perfection
- Be prepared for change

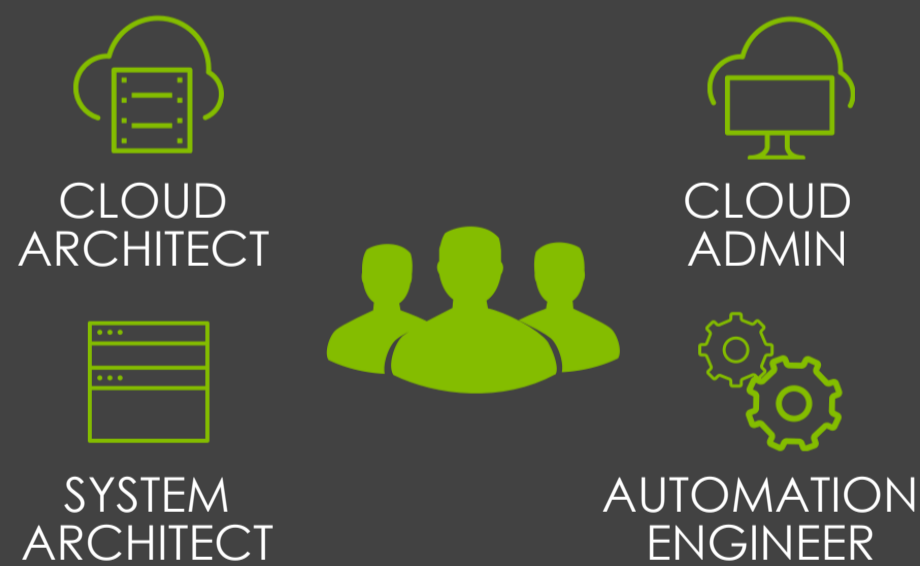
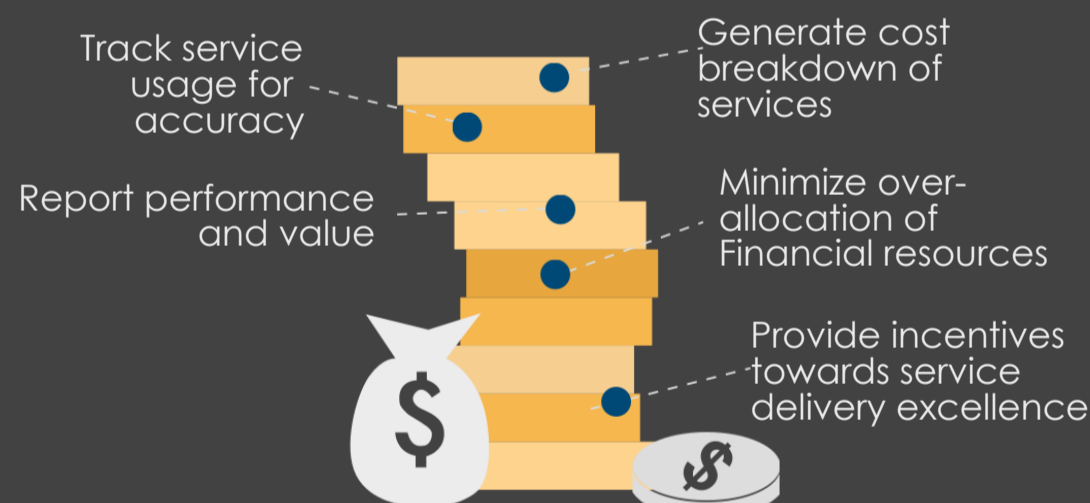
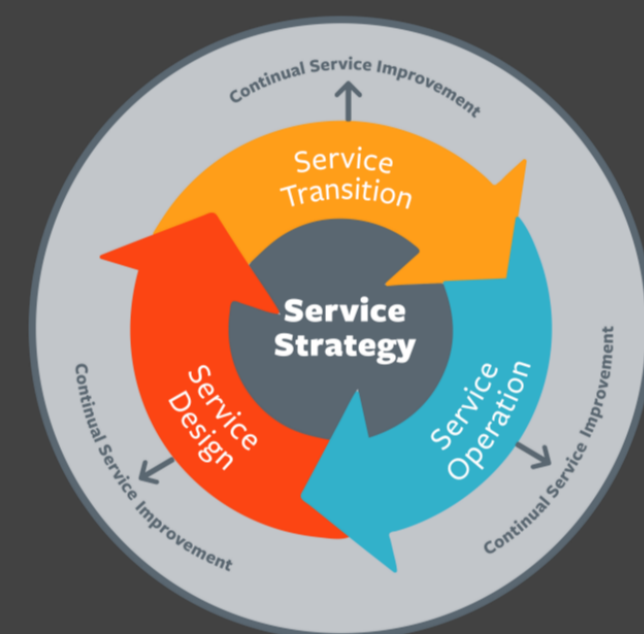
PILOT A SERVICE:

Limit the initial scope to the services that provide the most value to the business and pilot those services to find immediate success.



Soliciting feedback early in the process leads to stronger collaboration in the future.

LEVERAGE INDUSTRY LEADING ITIL FRAMEWORK



SLOW DOWN!
Make sure you have a green light for each item:

- Rollout Schedule
- Impact Analysis
- Transition Preparedness
- Employee Training

WELCOME TO ITaaS!

This new approach to IT enables your organization to:



- Change client dialogue to value based consumption decisions
- Align IT employee efforts to service value
- Increase customer satisfaction
- Boost customer loyalty
- Redefine IT as a trusted business partner

Share this Infographic



NEXT STEPS

The transition to ITaaS creates a system that is more relevant, efficient, agile, and scalable for keeping pace with the rapidly advancing world of cloud-based technology.

Contact us today to get started on your journey to ITaaS.

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