ideal
Defining customer experience

STRATEGIC IT ROADMAP

Meeting the IT Challenge

Traditional business models are being challenged by the digital transformation that's changing the way customers, employees and partners expect to interact with your organisation. As your business needs change and evolve at an ever increasing rate, your IT planning, delivery and performance need to keep pace. From cloud to IT-as-a-Service, from smart analytics to BYOD, new approaches emerge as quickly as old technologies become obsolete. How do you ensure that your IT strategy is clearly aligned to the specific needs of your business, and how do you achieve buy-in from your stakeholders for this approach?

Align yourself with the change

Ideal offers a Strategic IT Roadmap (SITR) consultancy that allows you to align your business and IT landscapes. Working together, we'll help you define and deliver both the long-term vision and the rapid high-impact wins that are critical to gaining credibility across the business, securing your stakeholders' buy-in and boosting employee morale. Our aim? To provide a framework for action and clarity that allows your business to ignore the noise and hype from technology vendors, and identify the key platforms and programmes that will enable the organisation to achieve its goals.
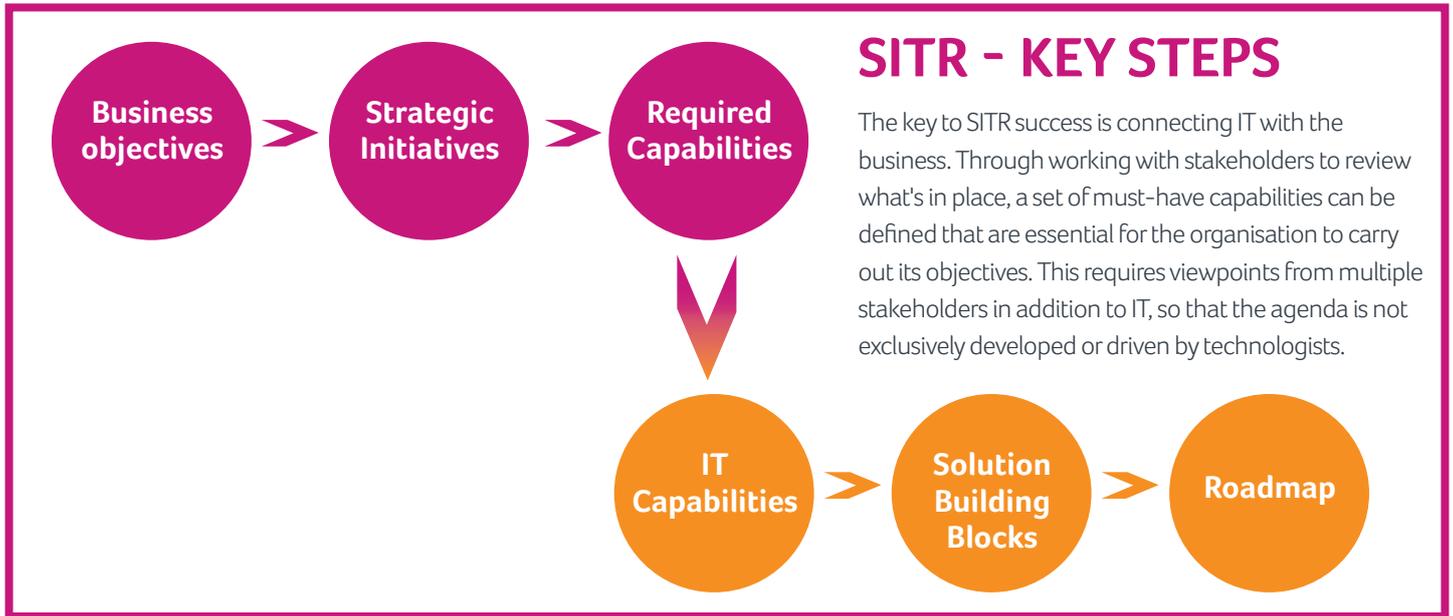
We provide an expert blend of business and technology services that's unique in the market, and bring deep expertise and hands-on experience of the issues that affect businesses, enabling us to quickly link business requirements with tangible IT projects that deliver quick wins, deep impact and rapid return on investment.

What is the Strategic IT Roadmap?

SITR is a consultancy jointly delivered by Ideal and Cisco, built on a uniquely pragmatic approach that has been executed many thousands of times across Europe in both the public and private sectors. The three-phased SITR engagement is based on recognised industry standards including ITIL practices. It aligns IT strategy to business strategy by turning required business capabilities into actionable 'building blocks', while identifying dependencies and quick wins, and assessing complexity against business impact. By utilising proven architectural approaches, the SITR solution building blocks can be used to support multiple strategically aligned initiatives. This enables IT and business stakeholders to create a programme that links the required budget and resources to achieve identifiable business needs.

By placing these in a high-level, priorities-ordered roadmap with dependencies, a programme can be designed that clearly shows where IT can start to deliver against agreed top level, business-facing KPIs, enabling it to define a roadmap for joint Ideal/Cisco delivery.

ideal
Defining customer experience

SITR - KEY STEPS

Business objectives	→	Strategic Initiatives	→	Required Capabilities

IT Capabilities → Solution Building Blocks → Roadmap

The key to SITR success is connecting IT with the business. Through working with stakeholders to review what's in place, a set of must-have capabilities can be defined that are essential for the organisation to carry out its objectives. This requires viewpoints from multiple stakeholders in addition to IT, so that the agenda is not exclusively developed or driven by technologists.

Engagement and Partnership

Ideal offers a SITR engagement during which our consultants will work, alongside Cisco experts, directly with key line-of-business stakeholders to gain a 360-degree view of where IT sits today within the organisation and its future direction.

A SITR engagement typically spans three phases over six working weeks:

PHASE 1	PHASE 2	PHASE 3
Discovery session with IT and business sponsors ➤ One-day workshop ➤ Interviews with key line-of-business stakeholders and influencers Clearly identify and document the business drivers for shared IT from both your customers' and business partners' perspectives.	**Build the roadmap** ➤ Define and group IT capabilities, form into building blocks ➤ Review dependencies, assess complexity and business impact ➤ Align to business KPIs and objectives.	**Roadmap presentation** Presentation of a prioritised, high-level roadmap to stakeholders.

Deliverables

The SITR is typically performed in 10 steps over three phases, however, the engagement will be customised to the specific requirements of your business. The resultant roadmap will reflect the need to balance short, medium and long-term requirements: it is the key deliverable that is presented to your IT stakeholders.

Contact your Ideal account director today to discuss how the SITR can be applied in your business.

Contact us: Ideal Sales team +44 (0)1273 957500 sales@ideal.co.uk