7 Ways
IT Operations Transformation
Benefits Business
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IT HAS UNDERGONE A RADICAL EVOLUTION.

IT has undergone a radical evolution. Widespread adoption of virtualized and cloud environments, software-defined datacenters, continuous services delivery, and the bring-your-own-device (BYOD) movement have fundamentally reshaped the IT landscape from the one we knew a decade ago.

You already know that new capabilities and technologies provide near limitless possibilities for building an IT team of the future. But to do so, you’ll need to find ways to marry emerging technologies with your existing business processes and operations. No small feat, right?

Despite the uphill battle, many CIOs and IT leaders facing the same challenges have committed to modernizing their IT operations to increase productivity, improve application quality, and reduce time-to-market of new products or services. They recognize that modernization is no longer just important, it’s imperative if you want to remain relevant, competitive, and profitable for the long run. The number of organizations committed to enterprise-wide IT transformation has climbed from 25 percent in 2015 to 41 percent in 2017.

While many organizations are moving toward more integrated and streamlined IT operations, the majority have still lagged behind, citing security concerns, lack of resources, and budget as primary reasons for pushing off transformation efforts. But to get a seat at the decision-making table and avoid slipping back into a support-only role, you must objectively weigh those risks against the rewards of IT Operations Management (ITOM) to move your IT strategy and your company forward.

The following chapters will highlight the unique and changing demands you face in keeping your IT modern and effective and the benefits your business can reap by adopting a transformation strategy.

The fact is that digital business will disrupt all industries and business executives, CIOs and technology providers will need to think differently to help their businesses avoid disruption. This is a new world that makes the prior ones obsolete while creating massive opportunities for those who can visualize the opportunity.

JORGE LOPEZ
Vice President and Analyst, Gartner

Intro.
Digital brings disruption, but are companies prepared?

For generations, IT has largely been viewed as a high-quality and (hopefully) reasonably priced engine, providing operational support for business functions. However, the focus and measurement of that expected support have changed significantly, as disruptive technologies like the internet, open source software, and software-as-a-service (SaaS) offerings that lead to shadow IT (IT operations that are not specifically approved), are making your job much more difficult (and headache-inducing).

THREE FACTORS DRIVING TRANSFORMATION

01
Growing external competitive pressures

02
Continued consumerization of technology

03
Generational change

Sources: KPMG, Gartner, NetEnrich
What IT challenges does digital disruption pose?

LIMITS INNOVATION AND AGILITY
As business becomes more global, it becomes increasingly difficult to gain visibility and insight across the organization. Limited transparency and reporting capabilities, along with slow skill development across the enterprise, and inflexible legacy systems dramatically restrict business agility and innovation.

BALANCING COSTS WITH VALUE WHEN SUPPORTING NEW BUSINESS MODELS
The threat of digital disruption is creating an urgent need for companies to modernize IT systems end to end, with the big picture in mind. As companies move away from an incremental approach to modernization—small, intermittent steps that minimize risk—and toward a more agile, integrated, and innovation-minded transformation, it can become increasingly challenging to balance the cost of new systems, skills, and people while demonstrating the value to the business as a whole.

DIFFICULTY MAINTAINING SERVICE QUALITY DURING DIGITIZATION
61% of CIOs say that projects are more complex and 58% say they are more ambitious than just 5 years ago. More moving parts, combined with expectations for faster development and delivery of new applications, products, and services, make maintaining service quality exceedingly difficult.

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DEGRADED CUSTOMER EXPERIENCE MANAGEMENT
Consumerization and omnichannel services continue to grow in popularity and demand, making it more difficult to standardize customer experience management and support changing customer demands.

ADAPTING TO “BIMODAL IT”
Bimodal IT entails concurrently managing IT delivery models that simultaneously focus on stability and safety and on agility and speed. This model enables predictability and cost control, while also allowing for experimentation to solve new problems and optimization of IT for areas of uncertainty. IT leaders know “bimodal” is essential, but 88% feel they do not have a clear path for achieving it, according to KPMG research.
7 BENEFITS OF TRANSFORMATION

IT operations transformation isn’t just about relevance; it’s about meeting the demands of the market now and positioning your entire business to capitalize on emerging trends later.

CIOs—and by extension, IT as a whole—can no longer accept the passive supporting role they’ve occupied for decades. Even though most people still think of IT Operations as the caretaker of infrastructure and the first responders when something goes wrong, simply working to “keep the lights on” will cause both internal and external stakeholders to look elsewhere for technology leadership and innovation.

Strategically transforming how IT operations are planned, managed, and optimized is critical to enabling more engaging customer journeys, transitioning away from aging and costly infrastructure, and keeping up with the competition in an increasingly demanding digital landscape.

Here are the seven biggest benefits of operations transformation to your IT teams and your business:

01 GREATER VISIBILITY AND INSIGHT INTO IT INFRASTRUCTURE AND SERVICES

THE PROBLEM: You’re often the last to know about network or application availability problems, breaches, or other mission-critical issues because your team lacks visibility across the enterprise.

ITOM TRANSFORMATION SOLVES IT BY: Centralizing and automating most monitoring and alerting systems to extend visibility across the enterprise, all while uncovering (and eliminating) shadow IT operations. More importantly, continuously delivering and evolving applications gives IT teams more opportunities to build deeper metrics and reporting capabilities across applications, networks, and other infrastructure to pinpoint and resolve problems sooner to maintain and even improve service delivery.

02 MORE CONTROL OVER YOUR IT ENVIRONMENT

THE PROBLEM: Your IT team reacts to network outages, performance issues, and support tickets instead of playing a proactive role in supporting greater business strategies. Other people and teams in your company are creating their own workflows, processes, and procedures to accomplish business objectives while your team is busy keeping the current systems up and running. It’s like being in the backseat of a car on a long road trip. You’re just sort of along for the ride instead of actually navigating to the final destination.

ITOM TRANSFORMATION SOLVES IT BY: Automating processes and runbooks to free resources to focus on higher value activities and initiatives, while asserting greater control over your global infrastructure. Combined with improved analytics and reporting, your IT team can more strategically plan a service-oriented architecture, unifying operations from across the organization to a single layer that eliminates redundancies, shadow IT, and other risks to the health (and security) of your infrastructure.
WHY ITOM MATTERS TO CIOS

IN THE DIGITAL AGE

Correlate infrastructure to business services today

Conduct root cause analysis on business services to manage service quality

Create a single system of record for managing issues and maintaining service quality

Automatically update and maintain configuration databases

Quickly identify and relate infrastructure events to services and outages/issues

02. 7 Benefits of Transformation

**03 CONSISTENTLY MEET OR EXCEED SERVICE LEVEL AGREEMENT (SLA) EXPECTATIONS**

**THE PROBLEM:** You struggle to meet or exceed service level agreements (SLAs) for both internal and external customers. Whether it is creating a new customer-facing service or simply responding to an outage or issue in a timely manner, the lack of visibility and reliance on manually-driven processes makes it impossible to keep up with the growing number of support requests and performance management challenges.

**ITOM TRANSFORMATION SOLVES IT BY:** Automating alerting and incident responses, as well as providing IT leaders with customized dashboards and reporting capabilities to track performance and utilization across the entire infrastructure. Not only can your team be more responsive to stakeholder demands, but now you can ensure your organization remains compliant with industry or government rules and regulations to avoid fines and other penalties.

**04 IMPROVED COST MANAGEMENT AND BUDGET CONTROL**

**THE PROBLEM:** Balancing cost with service capability is the bane of your professional existence. You struggle to rein in CapEx because your existing infrastructure requires constant maintenance and upgrades. It costs you valuable man-hours and budget to keep up with end-of-life and end-of-support tasks while also trying to figure out how and where to deploy your limited resources.

**ITOM TRANSFORMATION SOLVES IT BY:** Transitioning to a modern, service-based model that uses cloud-based technologies to unify key processes across service, asset, and project management operations. Dramatically improve efficiency (and eliminate wasted man-hours) by providing enhanced visibility and reporting capabilities that make it easier to understand the repeatable costs associated with maintaining various hardware, software, and human resources to more strategically allocate them and reduce waste.

In addition, virtualizing IT and managing it centrally helps condense and consolidate your footprint to reduce infrastructure costs. According to Gartner, when implementing something as simple as proper network automation, enterprises can, on average, recoup more than $2 for every $1 that they spend on CapEx.

03
05 RAPID LEARNING, ITERATION, AND INNOVATION

THE PROBLEM: Your current processes and workflows make it difficult to conceptualize, execute, and deliver new services and products quickly and efficiently. The task of building institutional knowledge, that allows you to iterate quickly, is limited by outdated models for testing and development that prevent your teams from "failing fast" and learning the important lessons that spur innovation and deliver greater value to the business.

ITOM TRANSFORMATION SOLVES IT BY: Enabling true "bi-modal" IT that emphasizes agility and speed as one track of IT service delivery, while still maintaining the predictability of existing systems and processes.

Focusing on agility, self-service, automation, and orchestration, you can support continuous development and testing (agile, DevOps, Kanban) of new services and solutions that build deep institutional knowledge faster and encourage risk-taking that leads to innovative solutions. The flexibility also makes it easy to source, mix, and match specific skills and talent for short-term engagements and move new, innovative solutions through the development cycle, faster.

06 IMPROVED TIME TO MARKET FOR NEW SOLUTIONS, SERVICES, AND PRODUCTS

THE PROBLEM: Releasing updates, upgrades, and completely new products or services takes too long and doesn't help separate you from your competition. Debugging, configurations, and patching is time- and resource-consuming.

ITOM TRANSFORMATION SOLVES IT BY: Allowing you to fail and recover faster by automating product or service builds, testing, and deployment. Modern IT operations automate build/release configurations, simplify API management, and enable teams to incorporate open source technologies to achieve up to 60% faster time-to-market and operationalize new solutions through cloud services.

07 ENHANCED CUSTOMER EXPERIENCE AND INCREASED SATISFACTION

THE PROBLEM: Customers (of both the internal and external variety) are grumbling that products and services don’t work as expected, and problem resolution isn’t as fast or easy as they’d like. Your resources are spread too thin to effectively address everyone’s concerns, creating a less-than-optimal customer experience.

ITOM TRANSFORMATION SOLVES IT BY: Accelerating responses to performance concerns with existing products or applications, streamlining delivery of upgrades and patches, and rapidly developing next-gen services that keep pace with evolving customer demands—making sure everyone gets what they want, when they need it.
YOUR ITOM TRANSFORMATION MADE SIMPLE

Transforming IT operations to suit the demands of today's and tomorrow's business is complex and requires a new level of strategic thinking. If you’re warming up to the concept—or maybe you’ve already embraced it—it’s not unreasonable to be a bit overwhelmed by the task.

Your peers certainly are. Approximately 70% of CIOs say they feel overwhelmed by the dual role of balancing innovation to move their businesses forward with maintaining operational excellence.

Specifically, the challenge of properly preparing their organizations for a life in the digital realm with automated experience, service delivery, and performance management capabilities, feels particularly daunting.

After all, you’re responsible for strategizing, executing, and managing everything, from keeping configuration management databases (CMDBs) up-to-date, to managing multiple cloud platforms, to mapping out algorithmic IT operations (AIOps), down the road.

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Managed services for ITOM Transformation

If you’re apprehensive about taking on an ITOM transformation initiative, you’re not alone. In fact, one of the biggest advantages of a service-based ITOM model is how easily you can incorporate short-term resources, including services to help transform your ITOM model in the first place.

External organizations like managed services providers (MSPs) can help devise a roadmap for planning your transformation. MSPs can simplify your transition to a digitally-enabled, service-based IT organization by delivering targeted solutions for experience management, delivery automation, and performance analysis.

Specifically, an MSP will employ a multi-layered approach, leveraging existing on-premise systems and cloud platforms to execute specific aspects of the plan and handle critical workloads faster, more reliably, and without sacrificing security. An MSP-led transformation minimizes the complexity and resource-intensive nature of ITOM by:

**PLANNING AND EXECUTING CLOUD MIGRATION**
Consolidate knowledge, asset, and configuration management workflows into a secure, efficient cloud environment

**DEFINING AND DEPLOYING AUTOMATED WORKLOADS**
MSPs will identify and create automation policies for software releases, cloud services and patch management, server lifecycles, and network configurations to eliminate time-consuming manual controls

**CREATING DASHBOARDS AND REPORTING CAPABILITIES**
Get real-time application, infrastructure, and network performance monitoring, benchmarking, and capacity planning from across the enterprise—all from a single-pane-of-glass view.

Partnering with an MSP that specializes in ITOM transformation services eliminates the potential pitfalls that can derail your modernization efforts and morph your IT team from a reactionary support group to a value-adding service provider, often for a fraction of the cost (and frustration) of doing it yourself.
How Managed Services Providers enable end-to-end ITOM transformation and evolution

### AVAILABILITY AND PERFORMANCE MANAGEMENT

Maintain systems health, map infrastructure dependencies, see issues before they become problems.

### ASSET MANAGEMENT

Manage assets through their entire lifecycles to streamline procurement, upgrades, support, and end-of-life decisions with consistent governance framework.

### PROACTIVE CARE

Build standardized configurations and incorporate best-practices into automation, deployment, remediation, and patch management to mitigate vulnerabilities and inconsistencies before they become serious problems.

### AUTOMATION MANAGEMENT

Eliminate time-consuming routine tasks with sophisticated automation, executed based on custom-written rules for any business need.

### REMOTE CONTROL AND COMPLIANCE

Keep a tight grip on a global footprint of devices with role-based access, console recording and critical infrastructure tracking.

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Your Digital Evolution

Digital technologies are rapidly changing the way that companies create and deliver value to their internal and external customers. Over the past five years, digital disruptors have all but destroyed some businesses, and this pace of disruption is accelerating. Embracing IT operations transformation is your key to remaining competitive and relevant in a digitized world.

As a leading Managed Services Provider, NetEnrich has developed a multilayered transformation model specifically designed to streamline and simplify ITOM transformation efforts. Owing to NetEnrich’s extensive hybrid cloud expertise, NetEnrich’s solutions put your business on the path to continuous service delivery, insight, agility, and optimization to transform IT from a cost center to a profit-boosting innovation center.

Delivered using OpsRamp, NetEnrich’s proprietary enterprise IT management platform, IT operations are strategically migrated to a secure, flexible cloud environment supported by a global team of seasoned IT services experts spanning every facet of modern IT operations—all from a central portal for maximum efficiency and minimal disruption.

Learn more about how NetEnrich can facilitate and accelerate your ITOM transformation by visiting NETENRICH.COM to schedule a free consultation for your IT transformation project.