

PROCESS JOURNEY

methods 

OBJECTIVES

- Identify service and ICT elements of 'as-is' solution and organisation capabilities
- Define the gap between the current (as-is) and target (to-be) state architectures
- Agree benefits to achieve from a proposed disaggregation service model

- Design the lowest risk transition solution
- Align solutions to business TOM and goals
- Define service groupings, map to business processes
- Prepare and conduct a successful procurement/s
- Plan and communicate the change

- Structured management and delivery of change (e.g. to manage staff affected)
- Develop Retained ICT and Service Management Organisation
- Define ITSM & other Toolsets,
- Identify which Assets, Data and Knowledge need transferring to new suppliers procurement/s

- Successful transition to interim and future states
- Smooth Onboarding of service and service introduction for new solutions
- Controlled exit for legacy suppliers and contracts
- Services operate to expected quality
- Business & transformation objectives achieved



TRANSITION DISCOVERY



TRANSITION SOLUTIONS



PRE-TRANSITION



TRANSITION

DELIVERABLES

- Service and Infrastructure Disaggregation (SAID) Risk Profile Reports
- IT Landscape Capability & Maturity Assessment
- Set of scenarios mapped to risk profiles to inform solution designs
- Risk Management Plan
- Benefits Realisation Plan

- Disaggregation and Transition Solutions
- Service Strategy & Organisation Design
- High-level Transition Plans and Delivery Roadmaps
- Detailed Service Specific Transition Planning
- Procurement and Tender Strategy
- Delivery Req. for inclusion in Tender documents
- Change Mgmt., Communication & Engmt. plans
- Cross-Supplier Response Gap Analysis

- Transition and Interim Operating Models
- Legacy Supplier Exit Plan
- Business Continuity Plan
- Organisational Design
- TUPE Plan
- Knowledge Management and Transfer Plan

- End-to-end master plan
- Dependency Management Plan
- Asset Transition Plan
- Supplier Solution Gap Analysis
- Compliance Assessment
- Implementation and Cut-Over Plans
- Business Readiness Assessments