

What is an IT Operating Model and what is included? Simply put, it is the how, where, and by whom IT work gets done. An IT Operating Model defines how IT functions will deliver value to the broader organization and how they will operate on a day-to-day basis. It encompasses the structures, culture, policies, and processes that enable the delivery of technology services.

Why do you need an Operating Model

- Insufficient Clarity regarding IT Roles and Responsibilities can result in:
 - Duplicate efforts, elongated cycle times
 - Reduced Effectiveness
 - Employee Frustration - not an Employer of Choice
 - Disputes amongst team members regarding who owns which processes
 - Stakeholder / user frustration with IT who is not easy to work with
- New / additional Expectations of IT
 - New categories of Demand and unclear distinction between IT and Business (AI / ML, Plant Floor / IoT, Digital Marketing, process automation, etc.)
 - The Need for “Technology Scouting” - business frustration because IT is not proactively evaluating emerging technologies and new use cases to drive innovation or new value
 - IT is now being asked to create Technology Products
 - Significant New Frameworks like Agile Development, DevOps, etc.
 - New Standards for Success – shifting from IT met the requirements specified by the business versus IT helped achieve the desired business outcomes
 - New technologies / platforms of significance are now required
- Evolving Corporate Business Model
 - Changes in Corporate Organizational Structure
 - Transformation Initiatives driving fundamental change in the way your business operates
 - Company is entering new businesses with differing technology needs
 - M&A Transactions

Services Offered

- Lead / facilitate the development of your IT Operating Model. For each competency (e.g. Enterprise Data, Security Operations, Strategic Partnerships, etc.) we will create A description of the competency, what it used for of how it operates along with the related capabilities, decision rights, roles and responsibilities and governing processes.
- AscendTech can provide you with all the templates and an industry standard starting point that we can modify to fit your needs thus accelerating the time and effort required
- Decisions made on the how, where, and by whom IT work will get done under the new Operating Model along with a list of improvement ideas and recommendations
- Change management and communications to support the deployment of the new Operating Model