# Infrastructure & Operations

Innovation, Security, and ROI across a complex Infrastructure Landscape



Balancing Agility with Stability



Managing Complexity & Heterogeneity



Security & Privacy Concerns



Integration with Business Strategy



Cost Optimization & Resource Management



#### Enterprise Architecture

Develop/Advance EA Current State Evaluation Delivery Future-State Roadmap



## Technology Transition Planning

Business Impact Assessments Alignment with Vision/Mission Define Busienss Value Quantify Technical Debt



# Lifecycle Management

Strategy Course Corrections
Alignment with Vision/Mission
Leverage of Technology
Evolution
Sustainment



#### **ITSM CMM**

Evaluate Value Streams
Assess Service Management
Practices:
- Technology & Tools
- Organization & People

Partners & Suppliers



#### IT Service Governance

Measure & Manage Outcomes:

- Costs
- Risks
- -Stategic Alignment
- -Policy/Procedure
- -Compliance

Continuous Improvement



### Service Optimization

Identify & Prioritize
Increase Effectiveness,
Cost and Process Efficiencies:

- Automation
- Al