BE FREE

BE FREE OF TECHNOLOGY

IT ROADMAP

SERVICE CORE

TALK TO OUR EXPERTS 1.877.222.8615
www.BestIT.com

WHY GET AN IT ROADMAP?

Enterprise competitive performance is a critical differentiator in today's business. Companies with better performances are creating more profit, greater shareholder value, are more attractive as acquirers or targets, and more resilient in the fast changing economy.

Technology is an amplifier to all it touches. Without it, the business could not adequately function. IT is capable of helping the business overcome its challenges and deliver transformative success, but in the course of setting business strategy, IT is not always positioned as an integral element to the long-term growth of the business. It has to be.

In a fast moving world, the capacity to respond and act upon emerging trends and new possibilities is what differentiates the leaders from the followers. We can help you create applied innovation to your business, explore contiguous growth areas and increase your organization's agility to seize opportunities when they arise.

Through a series of extensive data gathering and interviews with members of the business and IT teams, BestIT will help you develop a dynamic technology strategy that is bonded with business initiatives. Now is the time to reinstate IT where it belongs: a core business engine and a center for innovation and performance.

BestIT's governance framework will provide you with the operational, leadership, executive and strategic guidance to establish a robust and effective governance structure and develop an adoption plan matching your goals.

You need to know how you perform against your core competitors, and how it compares to your industry segments, so you can remain alert. Our IT roadmap and assessment service will identify and enhance your competitive capabilities.

This roadmap offering analyzes three important areas: Alignment & Governance, Businss Capability& Risk and Architecture & Delivery. Companies with better enterprise performance are creating more profit, have greater shareholder value and are more resilient in this fast changing economic climate.

It's time to transform your IT department into a strategic business function.

Identify your competitive capabilities and the strategic approach to:

- Clarify your vision for success and develop a measurable path forward
- Determine the true economic value of your strategic initiatives
- Locate your knowledge capital and evaluate efforts to leverage and enhance it
- Assess your readiness for change and the impact on your organization
- Map your projects and operational processes to strategic goals

Technology As-Is and To-Be State

To-Be State

As-Is

Throughout our assessments, we develop a model of the as-is and to-be state based on the scope of the client. This is a common example of the technology environment based on key aspects of the IT organization.

OUR PROCESS

The Path Forward

Phase One

Focused assessment of your IT

Phase Two

Create a roadmap for your business

Phase Three

Implement, measure and achieve roadmap goals

BestIT is a full-service technology and consulting provider delivering tailored high-performance solutions.

- Full and integrated service offering company
- Domestic sourcing with world-class talent

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KEY AREAS OF FOCUS

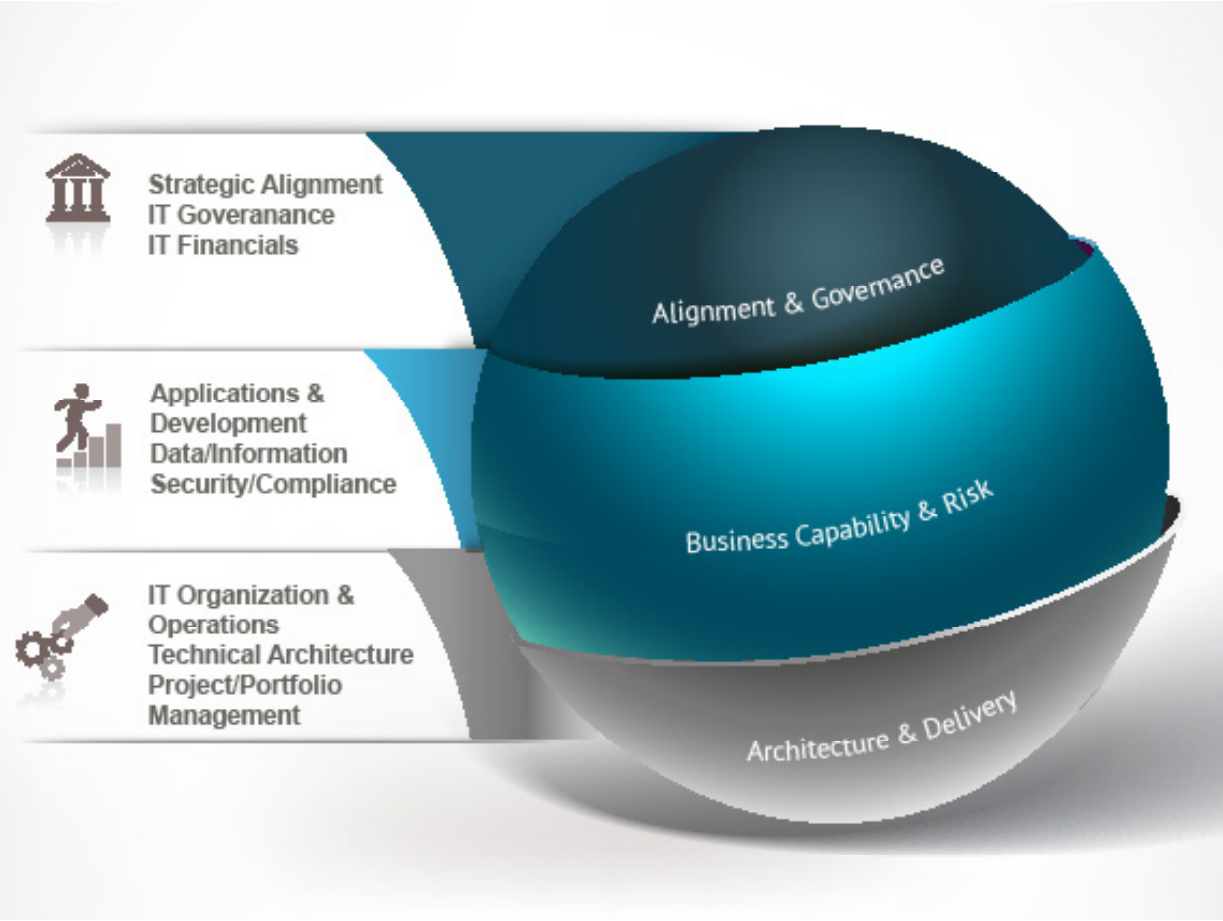
Organizations have tremendous potential within the people they employ and the processes they are aligned to. Our IT roadmap assessment and services work to unlock that potential and shape your organization for the future. Many events can drive a chasm to form between the skills and capabilities the organization has today and its current or future needs. This is especially true when the the need is greatest – at times of great growth, rapid decline, technological shift or pronounced business change. We help you see the gaps and put a clear, practical plan in place.

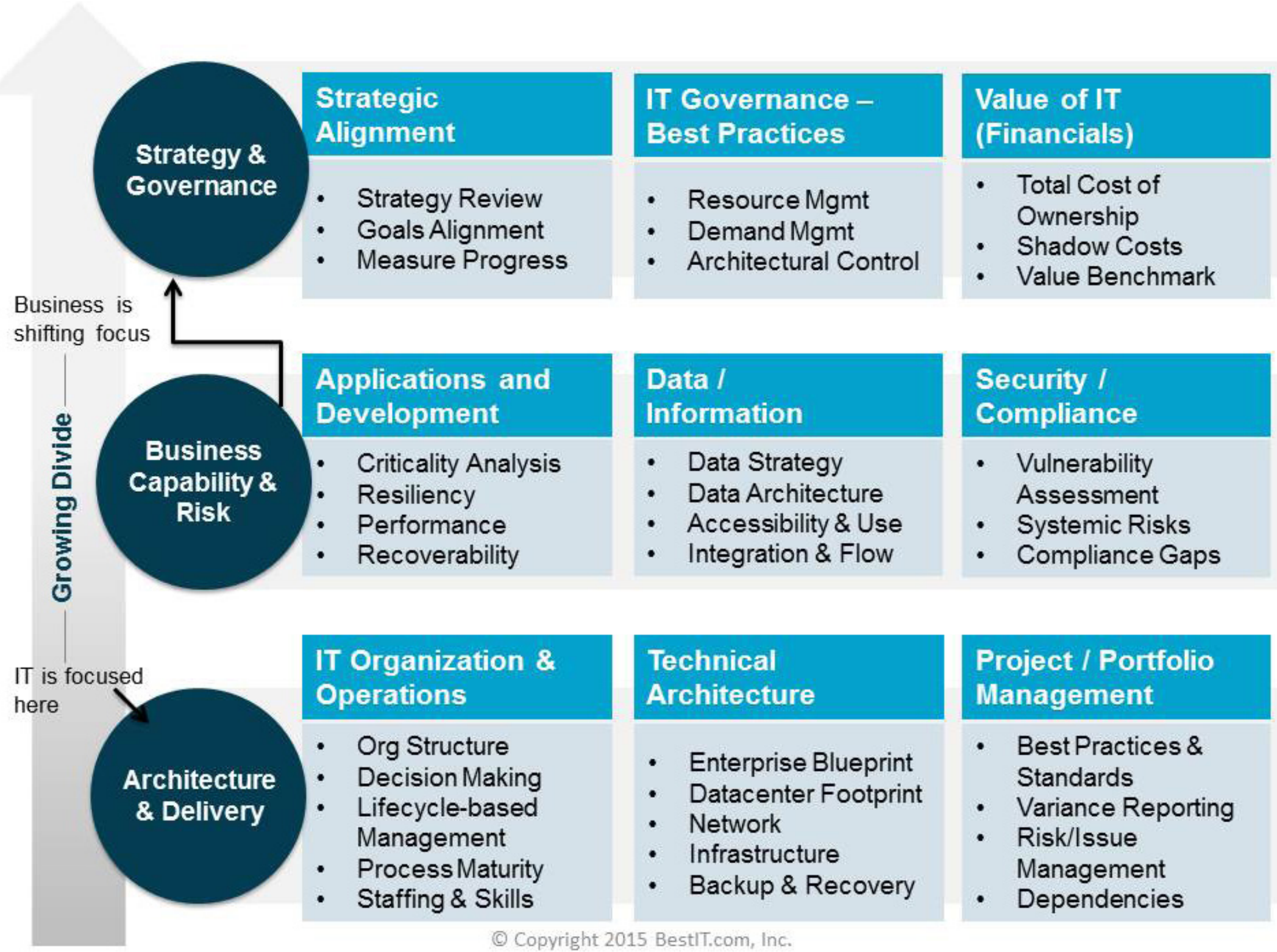
Our subject matter experts assess the structure of your organization in terms of value creation, operational enablement and strategic contribution. We then collaborate with your IT and business leadership to craft a business-aligned IT roadmap to make the changes.

Our IT roadmap service is focused on three core areas:

- **Alignment & Governance**
- **Business Capability & Risk**
- **Architecture & Delivery**

This proprietary roadmap process will allow you to evaluate key areas of concern within your organization to help your business meet your goals.





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ALIGNMENT & GOVERNANCE

While defining a strategic vision is an exercise familiar to most executive teams, the actual execution of the strategy and achievement of the expected goals often falls short. More than **65 percent** of enterprise initiatives fail. This lackluster performance not only deprives companies of success, but also reduces their future economic value and wastes precious resources that could have otherwise delivered value and performance.

Our team of subject matter experts leverage advanced, field-proven tools and methodologies, working in collaboration with your teams to help you prepare for the future.

Get back in control of your strategic execution.

The discipline of governance has been through multiple successive phases to settle on a few fundamentals:

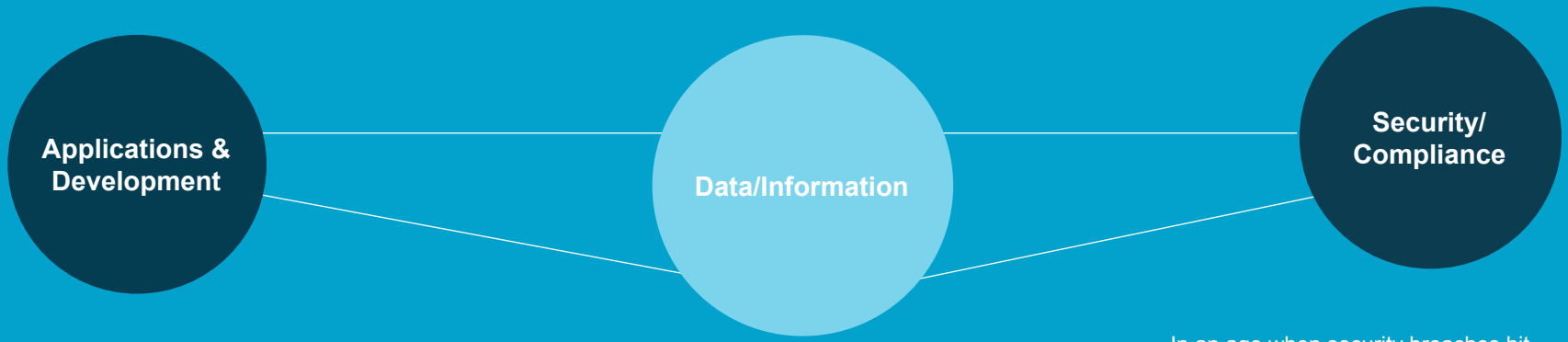
- **Visibility of the daily performance and exceptions**
- **Capacity to trigger escalations and resolutions for risks and issues**
- **Resolution of active incidents with scoring based on impact and criticality.**
- **Leadership and guidance of all teams with a single voice and vision**
- **Consistent structure that allows for fast response on critical issues and long range planning and thinking**

BestIT references best practices such as **CobiT, ITSM, IT Excellence or ISO 9000** to design the governance structure, processes and charters to reduce the red tape while increasing the organization response to performance expectations.

IT Financials are a combination of service management performance. The performance delivered continuously to the end-users of the enterprise, internal and external, along with the cost and financial performance linked to the service delivery.

Evaluate the total IT spend as a percentage of revenue, along with its breakdown by area of spending. The last component is the percentage spent on new initiatives and projects, which is the capacity of the organization to adjust to market conditions and respond to emerging needs.

BUSINESS CAPABILITY & RISK



Applications managed in insulation can hide costs, trends and issues which in turn can severely impact costs of operations, performance or usability to the business.

Application portfolio management is the discipline of monitoring and managing one or multiple stacks of applications together. This management system identifies patterns in the maturity cycle of an application enbabling maintenance or replacement decisions to be made at the optimal time, or triggering preventative maintenance to reduce the unavailability of an application.

In both cases, the application performance and its Total Cost of Ownership (TCO) will be improved.

The reality is software must be constantly updated to evolve with the business it supports. The need to quickly and accurately deliver new capabilities is critical to delivering exceptional customer experience.

An enterprises' data is the lifeblood of the organization and the proper structure and capability around data is what feeds actionable information to business leadership.

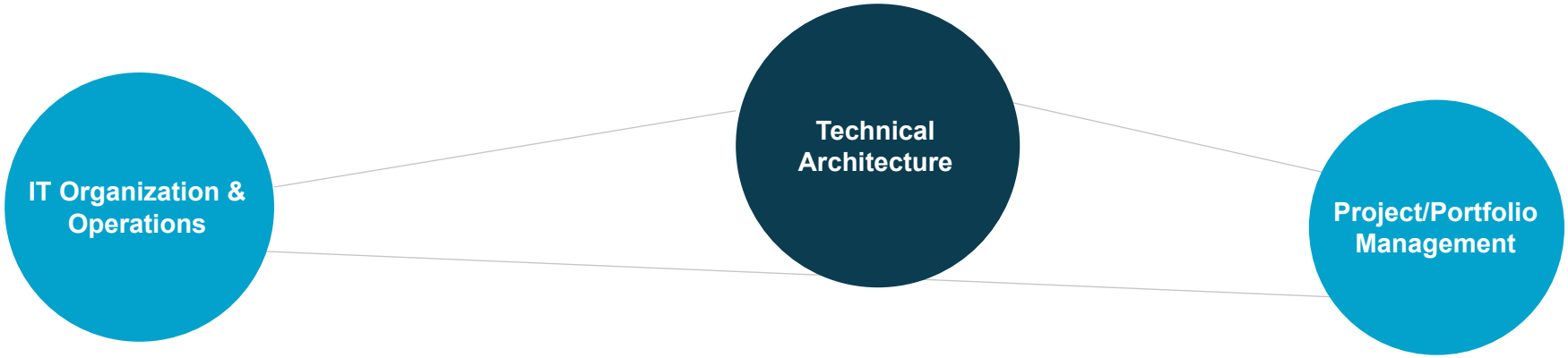
Organizing data in a robust and effective way is what data architecture brings, along with the capacity to trust the data to be current, true and available. How you manage your data, its evolution and its life-cycle, is the core of your data strategy. Building, maintaining and supporting data platforms requires best practices in data architecture, metadata – data about data – taxonomy, security and storage.

Optimizing your data is much more than just a technology issue.

In an age when security breaches hit companies on a constant basis, it is important to ensure the data at your company is as secure as possible. In addition to external threats from hackers, internal security risks also need to be identified. BestIT's security assessment offering includes a risk and impact-based approach to uniquely analyze the risk of finding a gap or vulnerabilities within the organization. The vulnerability scan provides an independent validation of current security controls and risk within the environment.

The identification process of compliance gaps helps BestIT understand your organization's compliance requirements and challenges and establishes tactical and strategic roadmaps for remediation.

ARCHITECUTRE & DELIVERY



The organizational and operational functions for IT are key to delivering the service of IT to the business. Looking deeper in this area provides visibility into the capabilities currently held by the organization and look at the pre-determined and agreed level of IT services necessary to support minimum business requirements.

Many events can drive a chasm to form between the skills and capabilities the organization has today and its current or future needs. We'll help you see the gaps and put a clear practical plan in place.

Lifecycle based management delivers a long-term technology investment approach based on business strategy and growth plans. We'll assess your current network and infrastructure, review your system redundancy and fail-over capabilities then move forward by recommending remediation strategies for critical failure points.

BestIT reviews the current IT deployment and architecture structure, inclusive of analyzing hardware, data center footprint, network components and configurations.This helps organizations manage technology more effectively and saves time and money by eliminating unneccesary puchases and wasted resources.

BestIT will review the enterprise and technology blueprints, look at the planned architecture and help make suggestions for strategies such as virtualizing your servers or leveraging cloud infrastructure to deliver high performance and optimize your TCO.

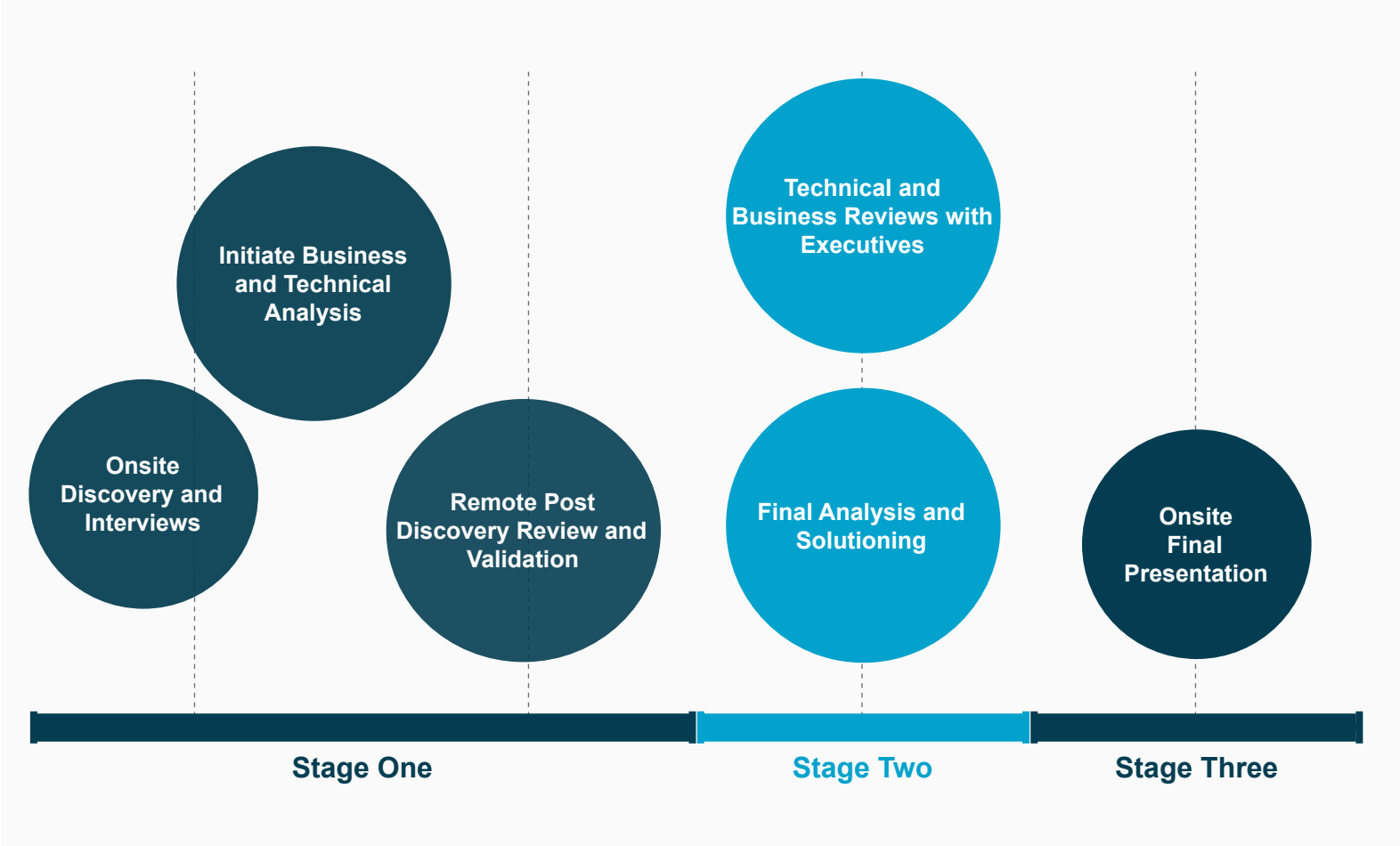
Our goal is to use your hardware and the cloud to your advantage. We provide tons of hardware, systems support, help desk and ticketing features, incident management and quick response to any IT issues you face. There's a happy medium out there for your IT needs. We'll guide and help you find it.

Projects and programs are critical investments for organizations, whether within the technology department or at the enterprise level.

Get the resources and best practices to successfully and predictably manage your strategic and critical initiatives. Reduce the risks or variability and get the resources you are missing.

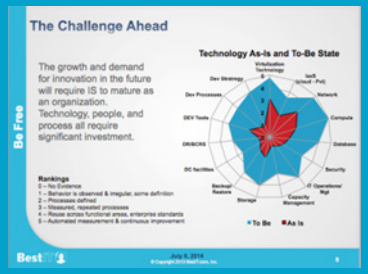
Overall, reporting on projects is a key focus area. We'll take a look at variance and substantiated data to enable course corection where the variance is high.

ROADMAP TIMELINE



Our IT roadmap and assessment services can take anywhere from four to twelve weeks to complete depending on the size of your organization. Stage one involves the kickoff and onsite discovery and interviews. Stage two involves analyisis and reviews with business executives and stage three will be the final onsite presenation of the findings and roadmap.

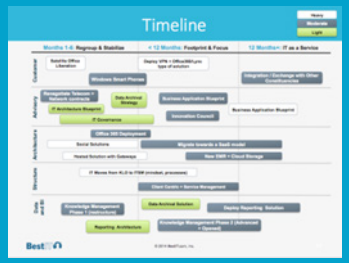
DELIVERBABLES AND RESOURCES



Executive Summary Review INCLUDES

- Key findings and points of concern
- Initial recommendations based on analysis of business and IT alignment

Formal Presentation of the final assessment and roadmap report



Roadmap Report INCLUDES

- Comprehensive analysis and findings based on the assessment scope
- Recommendations that help maximize the performance of technology investments

Participants Who Need to Provide Input

Executive Leadership	IT Team Leads	Business Leads

You need the right amount of technology and innovation to make sure your people work as efficiently as possible. That’s why we offer dynamic and responsive IT solutions designed to help your business grow and be flexible, without massive capital investments.