

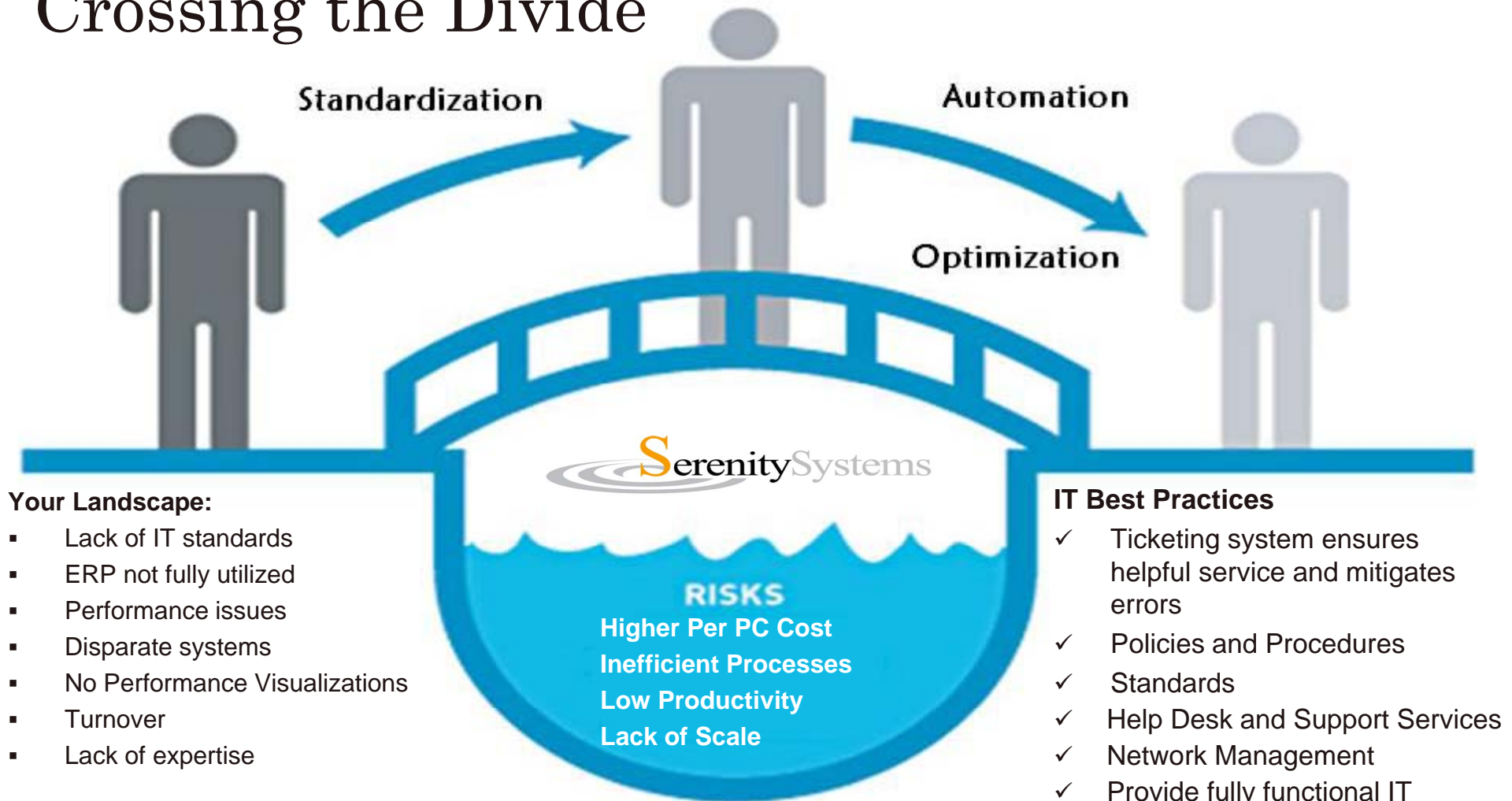


Ensuring Performance
Practical IT for Real Businesses

Mark Leary, Founder of Serenity Systems

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Crossing the Divide



Your Landscape:

- Lack of IT standards
- ERP not fully utilized
- Performance issues
- Disparate systems
- No Performance Visualizations
- Turnover
- Lack of expertise

Your Challenges:

1. How Do I Get the Most Out of My IT Operations Without Going Broke?
2. How to optimize time and resources pent on IT issues?
3. How do I know the Business Impact of my IT operations?

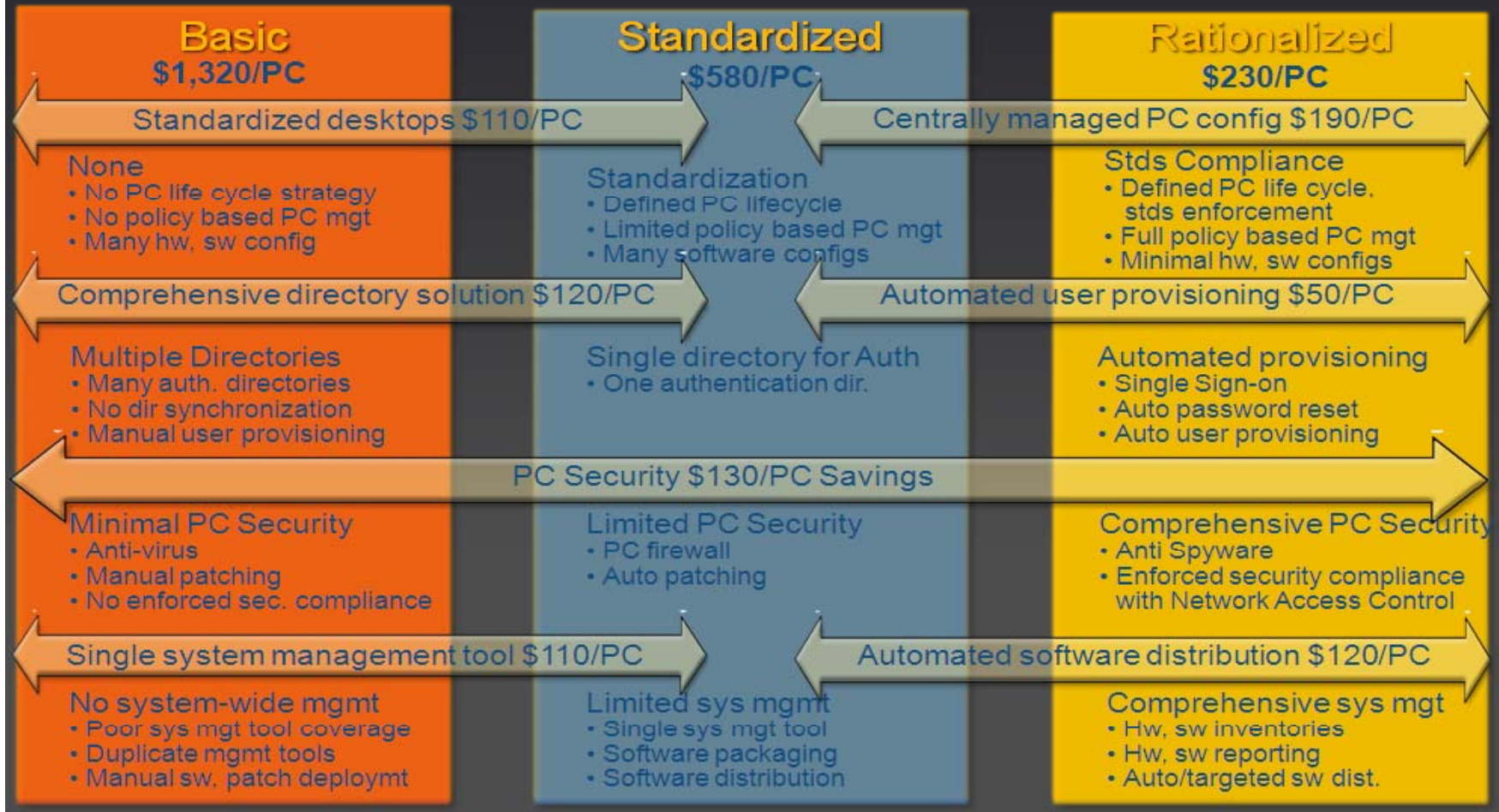
IT Best Practices

- ✓ Ticketing system ensures helpful service and mitigates errors
- ✓ Policies and Procedures
- ✓ Standards
- ✓ Help Desk and Support Services
- ✓ Network Management
- ✓ Provide fully functional IT department at fraction of cost
- ✓ Systems Integration
- ✓ Performance Visualizations
- ✓ Automation

The Business Case



Industry Best Practices Drives Down Costs



But why do we fail?



Decisions

Requirements for Success:

1. Trust
2. Involvement
3. Accountability

Resources:

- Commodity or competitive advantage?
- Standardized or customized?

People:

- ERP/LoB Champions (Reporting expert, Trainer)
- IT Leaders (CIO (not CTO) / VP of IT)
- Intellectual Property Technologists (Software Developers, Technology Architects)

Best Practices: IT Scorecard



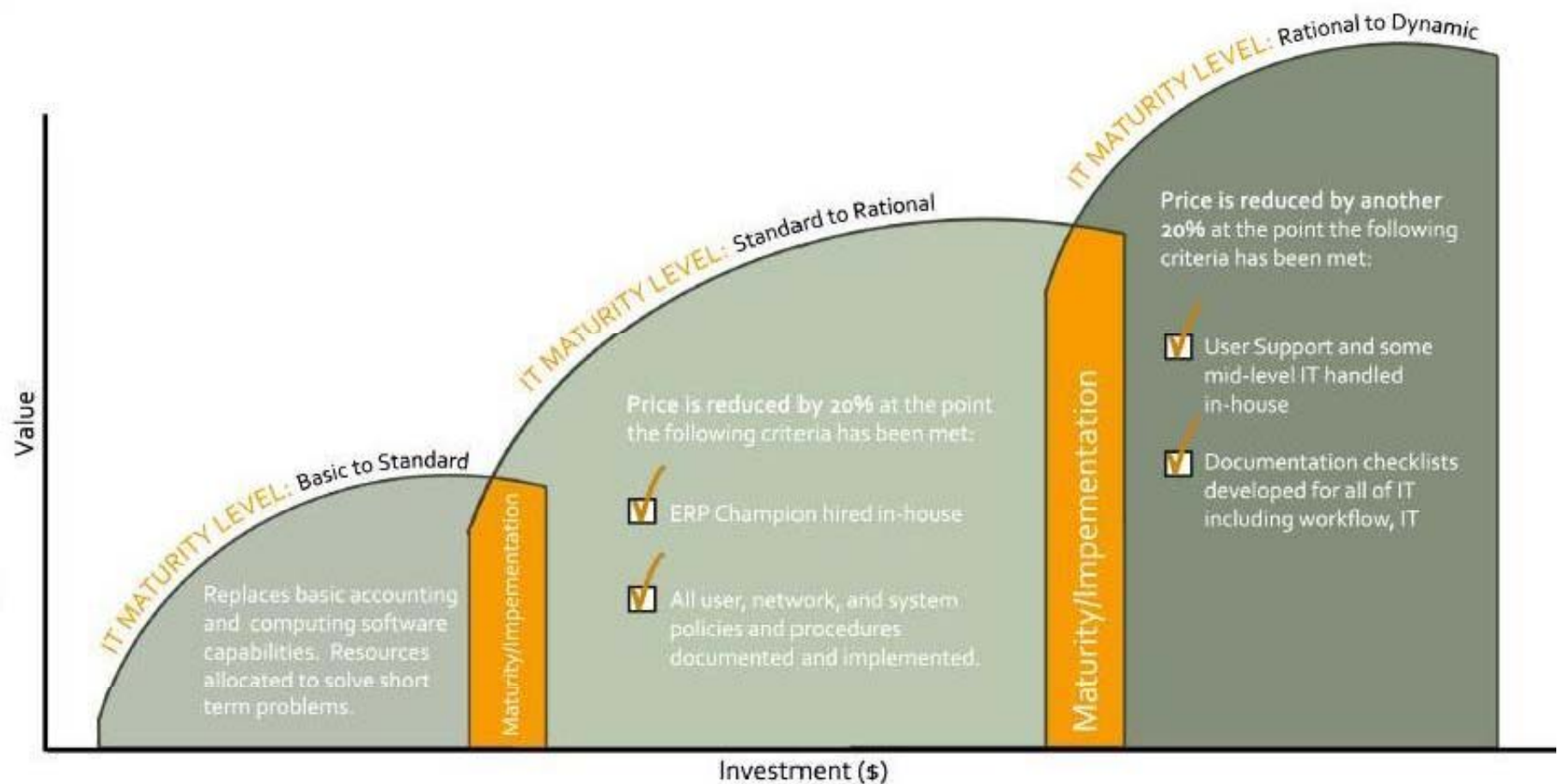
Measurement	Employee Survey Finding	Manager Finding	Serenity Benchmark
# of Tickets Per Week Per Employee	1.25	.65	0.2
Downtime	18 interruptions per user per month	95% uptime	95% uptime
Mean Time to Respond	7 hours	1 hour	<1 hour
Mean Time to Resolution	1 week	unsure	7.5 hours
Availability	unsure	24/7 on call	24/7 on call
IT Ticketing System	No	No	Yes
IT Performance Reporting	No	No	Yes
Regular IT Communications	No	No	Yes
Training Needed	Yes	Yes	Yes

Hardware and Software

Other than LoB Systems...

- PCs
- Word processing
- Spread Sheets
- Email (including compliance and archiving)
- Files
- Remote/Mobile access
- Security
- Business Continuity
- Etc...

ERP/Systems Landscape

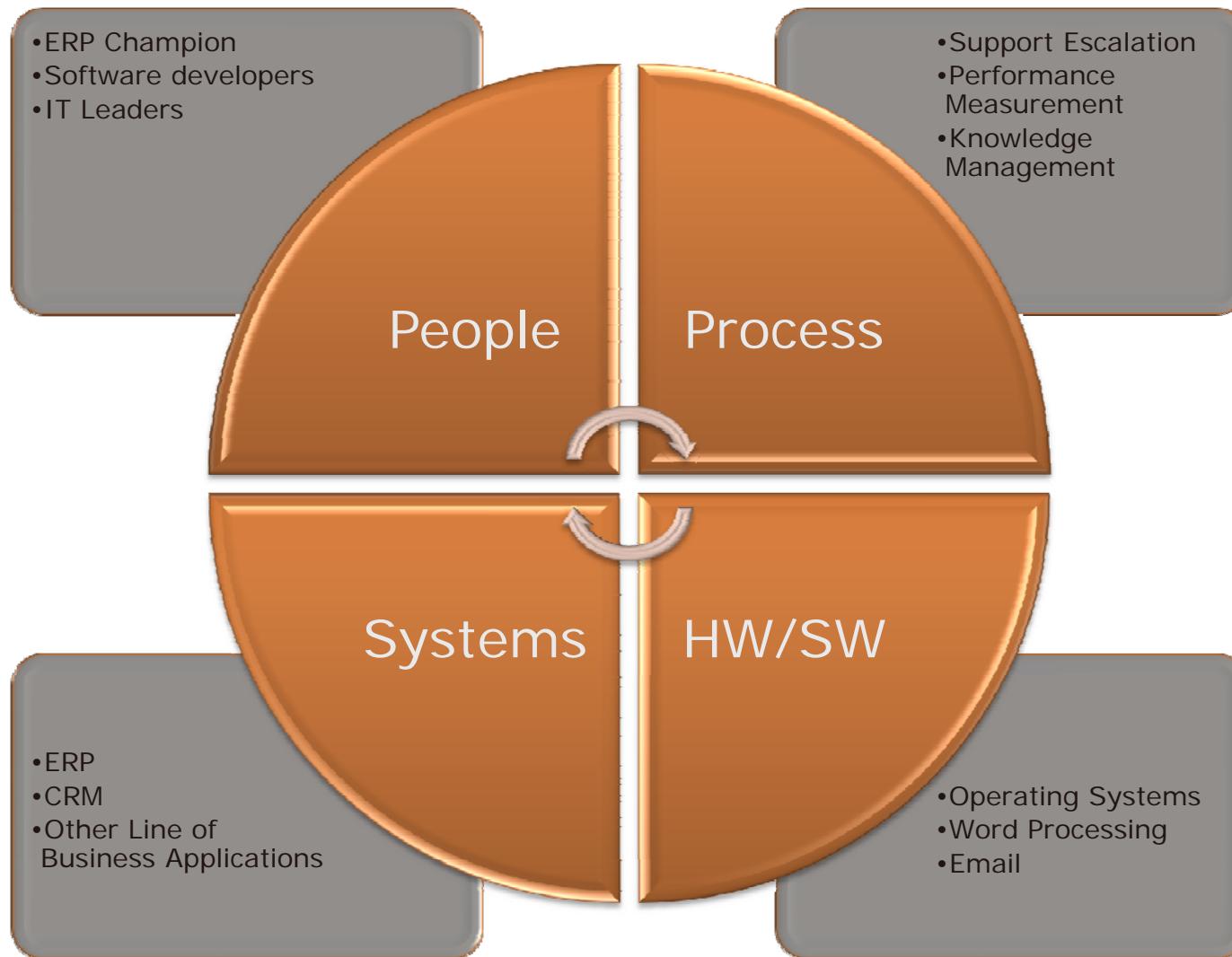


➤ Less than a third of ERP implementations realize projected ROI.

Agility: Microsoft Operational Improvement



Review





STOP TALKING MARK!!!

- It's over!!
- Just thank them and let them leave already!
- Or wait maybe give them some free stuff and then let them leave....

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