

The slide features a light gray background with a vertical red bar on the left side. Scattered across the background are several realistic water droplets of various sizes, some with highlights and shadows, giving them a three-dimensional appearance. The main title is centered in a bold, red, sans-serif font.

# DIGITAL OPERATING MODEL

APPROACH TO CREATING AN IMPLEMENTATION PLAN

# Value Summary

1. The primary objective of this study was to assess the current operating model for mobile information management and to identify the key components of the current operating model.

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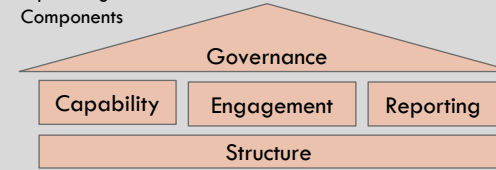
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20. The study identified the current operating model for mobile information management and identified the key components of the current operating model.

# Definitions

Operating Model Components



**Capability** – the portfolio of tools, services and skills that are available & aligned to meet and respond to business demand

**Engagement** – effective and efficient processes that describe the optimal pathway to engage and deliver predictable and repeatable business results through competent people with the right tools and expertise

**Reporting** – a balanced approach to tracking metrics that measures key performance indicators that lead to business outcomes.

**Governance** –forums & mechanisms that orchestrate collaboration between stakeholders in ensuring projects are aligned, funded, resourced, efficient and meet speed to value goals.

**Structure** – foundation on which the operating model is built on to be responsive to business, and yet promote individual and team leadership.

# Approach

Individual interviews were conducted with representatives of stakeholder groups

Assessment of the current operating model was done along the 5 dimensions (governance, capability engagement, reporting & structure.

An actionable report and implementation plan built on gap analyses from current and target state analyses and a roadmap containing the prioritised set of initiatives to achieve target state.

## Contributors

Our thanks to the following stakeholders for their input & insight:

- Anil n Kumar, Bojan Ilkovic, Brad Cunningham, Dale Leonard, Elena Zagari, Fei Meng, Garth Marren, Gerard Kerr, Greig Jones, Hariprasath Vasudevan, James Bligh, James Clutterbuck, Jeremy Kerner, Karthik Bhat, Peter Tsatsaronis, Piero Balmer, Pradeep Yadlapati, Rhett Orr, Rick Van Kuyk, Sanjay Prasanna, Sanjiv Kulkarni, Savio Dias, Simon Perie, Simon T Jackson, Stephen Butters, Stephen Farquhar, Stuart Cant, Sunil Jayam

- George Eby Mathew, Digital Strategist & Enterprise Mobility Consultant
- Deepak Jha, Test Consultant

# Engagement Objectives & Goals

## Objectives

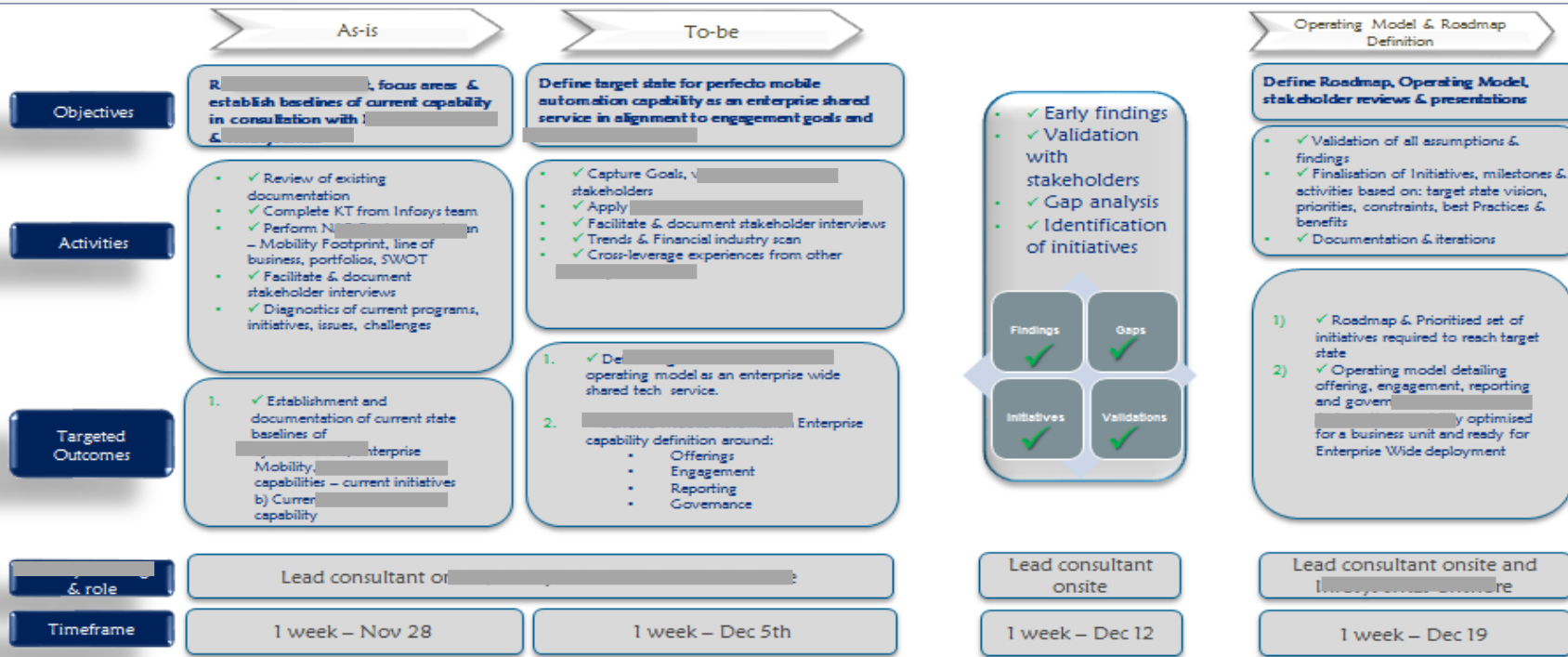
- 1) Define an operating model for [redacted] uplift of capability, structure, engagement, reporting, and governance around current [redacted] (Perfecto Mobile) from an Enterprise Wide perspective.
- 2) Define a roadmap to achieve the operating model from the current state



## Deliverables

- 1) Operating model definition covering target state [redacted]
- 2) Roadmap for prioritised set of initiatives to achieve target operating model

Start date [redacted] End date [redacted]



## Engagement Notes, & Observations

- 1) During the engagement, the 'structure' component of the operating model was taken as a given. No assessment was done to ascertain strengths and weaknesses of the current organisational structure to support the proposed operating model.
- 2) Maturity assessment of the operating model revealed that [redacted] is currently at stage 1 (leveraged as utility for individual projects) on [redacted] 4D maturity model. An uplift from stage 1 to enterprise maturity will be a giant leap for ++++ and therefore the emerging direction was to get to stage 2 (standardised for a business unit [redacted] before attempting Stage 3 (efficient for enterprise wide leverage). Recommendations in this document are to achieve stage 2.
- 3) This exercise was a bottom-up approach that assessed current [redacted] required to support [redacted] strategy taking business strategy as a given

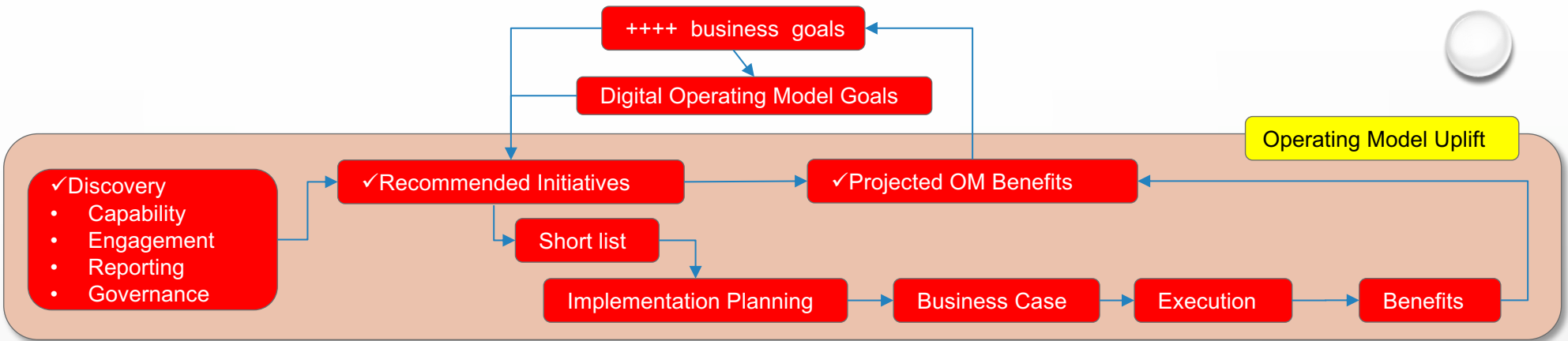
## What was outside scope

1. Actual implementation plans for the the operating model
2. Business Case, Resourcing/Costs
3. Other [redacted]
4. Detailed documentation and manuals

# Approach for value realisation from operating model uplift

+++++ business Goals

Speed to value	Always on	Architect for Simplicity	Team Productivity
✓	✓		
		✓	
		✓	
✓			
			✓
✓			
✓			
	✓		
✓			✓
	✓		



Digital Operating Model Goals	1	2	3	4	5	6	7	8	9
1. Operational Excellence	✓	✓							
2. Stable Infrastructure & Environment	✓								✓
3. Supply Flexibility			✓						
4. Automated Processes	✓		✓						✓
5. Improved Customer Experience		✓	✓	✓	✓				
6. Better Resource Usage		✓	✓	✓			✓	✓	
7. Faster Res. Execution		✓		✓					
8. Simplified cost structure						✓			
9. Improved Financial Performance					✓	✓	✓	✓	✓
10. Improved Compliance						✓			✓

Legend of Recommended Initiatives
1. Operational Excellence
2. Stable Infrastructure & Environment delivery model
3. Supply Flexibility, standards & identify tools
4. Automated Processes, methodologies
5. Improved Customer Experience, push mechanisms)
6. Create a groups
7. Develop full
8. Create & mandate
9. Industrial S

# Where do we start?

Give me a call

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