

Sun Service Definition Workshop

Address your business issues with IT solutions



- SDW
- SDW-Select

Key Benefits

- **Visibility:** Greater understanding of your IT management operations, in terms of their cost structures, IT processes and business procedures – enables you to make key decisions on future direction and priorities.
- **Direction:** Because you explore multiple IT management options and thoroughly examine their potential impact, you can fully articulate the IT management vision that best meets your business needs.
- **Multivendor:** Because the workshop spans your multivendor environment management requirements, you can focus on all of the areas that are critical to your business.
- **Stakeholder buy-in:** The inclusion of key stakeholders means that they are more likely to support your IT management vision as you move towards implementation.
- **Road map to success:** The workshop provides a gap analysis of your existing IT management capability against what is required to meet your business needs, as well as a practical and specific action plan to achieve that requirement.

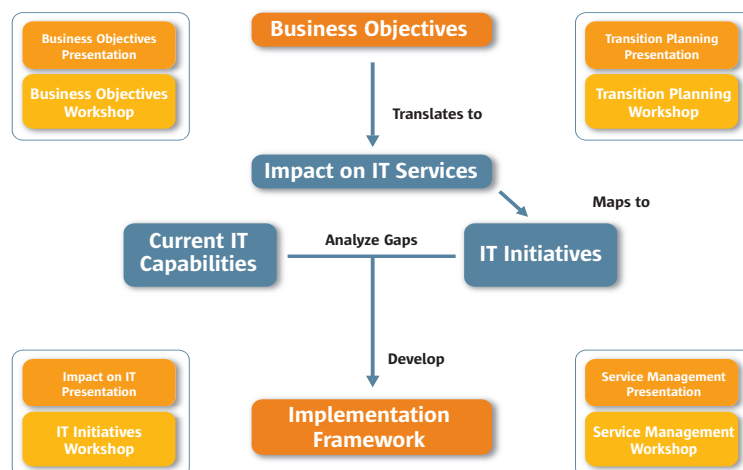
Aligning IT with Business



Sun's Service Definition Workshop (SDW) was specifically created to help you conceptualise your IT services and align them with your business goals. Utilising an interactive workshop format, Sun's consultants work with you to:

- Understand and define the challenges of your current IT environment,
- Articulate the operational vision that best meets your organisation's business needs, and
- Develop an action plan for getting there.

This iterative approach ensures that you are in a position to satisfy both your longer-term strategic needs, and your shorter term tactical requirements.



Utilising Sun's Sigma methodology to deliver measurable results, the SDW facilitator draws the business and IT organisations together to agree on the priority initiatives that will return the 'cost justified' improvements in a defined timeframe.

Addressing Business Issues with IT Solutions

The SDW helps align business and IT through a proven process. Using information collected before and during the workshop, conducting a series of Sun Sigma workshop exercises, and performing rigorous analysis, we create an implementation framework that reflects the priorities of your business and the capabilities of your present and future IT environment. Sun's proven approach identifies the issues you face and how we can help by leveraging our core capabilities from all our practices.

Flexible Workshop Modules

The four SDW sessions are normally conducted over a two-day period. However, if time is an issue, we can offer you the option of selecting any combination of these modules (as appropriate to your needs), which can run from a half-day to a full day. This is Sun's 'SDW-Select' offering.



Key Sessions Covered in the Workshop Modules

BUSINESS OBJECTIVES

- Business Mission and Vision
- Objectives, Strategies and Goals
- IT Funding
- Stakeholder Analysis
- Governance
- Business / Application Selection for Review

IT INITIATIVES

- Existing facilities and capabilities
- Service Level Agreements (SLA)
- Dependencies
- Key Performance Indicators (KPI)
- High Level Gap Analysis
- Risk Management and Mitigation
- Matching Business Requirements and Benefits

TRANSITION PLANNING

- Key Roles and Responsibilities for Service Delivery
- Lessons Learnt
- SLA/KPI Measurement
- IT Governance
- Blockers and Show-stoppers
- Milestones and Checkpoints
- Communication
- Financial Options and Costs
- Training and Education
- Prioritise Deliverables
- Transition Handover

SERVICE MANAGEMENT

- QoS Improvements
- Cost Controls (TCO/ROI)
- Smart-Source vs. Outsourcing options
- Defence for/against Outsourcing

The Sun Service Definition Workshop enables you to:

- Formulate the IT management vision that will best meet your business needs
- Gain a greater understanding of your IT management operations in terms of cost structures, IT processes and business procedures
- Reduce risk by leveraging Sun's expertise and leading-edge methodologies to help realise your vision
- Achieve stakeholder buy-in through key executive participation throughout the workshop
- Review your complete multivendor environment management requirements, focusing on business-critical areas
- Develop a road map for your IT service management capability and the strategic sourcing that is required to meet your business needs

Take the Next Step

If you want to know more about the Service Definition Workshop or what Sun Managed Services can do for your business, please contact your local Sun representative or visit the website at: www.sun.com/services/sdw/index.html