

Sun IT Organization Design Solution



Migrate to the Future State

Key Benefits

- Ease migration of IT organizations to desired people-and-processes future states
- Modular program building blocks tailored to customer requirements
- Delivers Sun IT management knowledge integrated with industry best practices
- Provides Return-on-Investment (ROI) metrics to assess economic and business benefits
- Additional options for supplementary staff education and training

Effective IT organizations are those that align people, processes and technology. Of these three success factors, people are often the hardest to manage. People have differing skill sets and understandings of organizational goals and how their job functions make a difference in achieving them. Team efforts and talents, if not correctly focused, may not make optimal contributions to organizational productivity.

The Sun IT Organizational Design Solution shares Sun's data center staff management expertise with customers. Through the solution, Sun Education Consulting teams apply industry best practices delivered through a structured framework of services that objectively assess the current state of customer IT organizations, recommend goals and metrics, and execute a staff training program that will help customers identify and achieve their goals.

Best Practices Knowledge Transfer

Sun IT Organization Design Solution is an intellectual capital transfer service, that delivers a combination of Sun strategic analysis and operational management expertise integrated with industry-standard best practices. The solution delivers an end-to-end package of services that begin with identifying goals and follows through to staff and management training. When the engagement ends, customers not only gain an improved ability to make immediate positive change, but are much better equipped to make change work for them as technologies and business requirements inevitably evolve.

Five-Step Organization Design Process

The Sun IT Organization Design Solution prescribes a five step process to identify and help customers achieve their goals.

IT Management Seminar

The seminar, as detailed on page 3, provides an understanding of a common language and core concepts across the IT organization based on industry best practices and demonstrates the value of aligning with them. The seminar will further help create the vision of how IT organizations should operate, identify customer expectations, as well as identify difficult issues that need to be addressed.

5 Step Organization Design Process

Identify IT Goals and Objectives

The IT Organization Strategy and Planning Workshop is where Sun education consultants ask, “What is the desired future state of the customer’s IT organization?” Through a series of meetings and workshops with customer management and staffs, Sun helps identify and clarify organization mission, vision, strategy and goals. This results in a description of a desired future state of the organization, complete with measurable goals that align with business needs.

Assess IT Organization Current State

With goals, objectives, and issues identified, Sun consultants in the work analysis phase assess the current state of the organization. They evaluate current strategy, structure, people practices, performance measurement systems, and social network elements. This activity lays the groundwork for a change program to move the organization towards the desired future state.

Align IT Work to Business Goals

During the “Work Analysis” phase, Sun consultants describe job functions and processes that help the customer achieve the future state. Legacy functions and processes that do not contribute to goals are re-engineered, or if appropriate, transferred to other groups. One of the key outputs of this phase is a reference document that identifies

gaps and overlaps in organizational work being done. This helps lead to elimination of unnecessary work and identifies the work that needs to be done to achieve organization goals.

Establish Clear Metrics

After having defined the direction and understanding of the current state, it is time to clearly define how to measure success and identify what data is needed in order to calculate the ROI of the change initiative. In the “ROI Analysis” phase, Sun consultants define Key Performance Indicators, translate critical success factors into success criteria indicators and metrics, in order to calculate the ROI and manage changes.

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SERVICE DELIVERED	DESCRIPTION
<p>IT Management Seminars</p>	<ul style="list-style-type: none"> • Seminar audience are CIO, senior managers, key decision makers and influencers • Provide a common language across the IT organization based on industry best practices and envision how IT organization should operate • Identify customer expectations and difficult issues that need to be addressed
<p>IT Organization Strategy and Planning Service</p>	<p>Phase 1: IT Organization Strategy and Planning Workshop</p> <ul style="list-style-type: none"> • Help customers define IT goals, objectives, strategy, and direction aligned to business goals and objectives • Translate business goals into IT goals and objectives, communication with key stakeholders • Clarify future state vision, mission, goals and strategy • Develop leadership and commitment to drive the change <p>Phase 2: Work Analysis</p> <ul style="list-style-type: none"> • Workshop format can include one-on-one interviews, focus groups, validation surveys and data gathering • Establish IT organization baseline of current work performed from surveys and data gathering • Assess IT organization current state by evaluating strategy, structure, people practices, performance measurement systems, and social network elements <p>Phase 3: ROI Measurement</p> <ul style="list-style-type: none"> • Define Key Performance Indicators • Translate critical success factors into success criteria indicators and metrics • Calculate the ROI and manage change
<p>Blended Learning</p>	<ul style="list-style-type: none"> • Knowledge transfer focusing on IT organization design, organizational change management and industry best practices to help customer be more self-sufficient • Enable customers to drive the design phase and manage implementation: • Training on IT organization design core concepts and best practices • Complementary services such as mentoring and coaching may be added
<p>Role Analysis</p>	<ul style="list-style-type: none"> • Validate tasks and associated skills alignment to existing role descriptions • Enable effective grouping of IT staff, minimizing conflicts due to unclear role and responsibility definitions
<p>Change Management Implementation</p>	<ul style="list-style-type: none"> • Customer leadership will play a key role here as the first element of a successful change implementation • Service includes change acceptance, communication, and performance systems development • Service delivered through Sun partners, working with customer to address risk and present mitigation plans
<p>Periodic IT Organization Assessment</p>	<ul style="list-style-type: none"> • Periodic assessment of the IT organization possibly due to changes within the business and the associated impacts on the IT organization • Assess IT goal, structure and change impacts and make improvement recommendations

To learn more about the Sun IT Organizational Design Solution visit:
sun.com/training/team/consulting/index.html
or contact a Sun sales representative or authorized reseller.

Sun Microsystems, Inc. 4150 Network Circle, Santa Clara, CA 95054 USA Phone 1-650-960-1300 or 1-800-555-9SUN Web sun.com



Sun Worldwide Sales Offices: Argentina +5411-4317-5600, Australia +61-2-9844-5000, Austria +43-1-60563-0, Belgium +32-2-704-8000, Brazil +55-11-5187-2100, Canada +905-477-6745, Chile +56-2-3724500, Colombia +571-629-2323, Commonwealth of Independent States +7-502-935-8411, Czech Republic +420-2-3300-9311, Denmark +45 4556 5000, Egypt +202-570-9442, Estonia +372-6-308-900, Finland +358-9-525-561, France +33-134-03-00-00, Germany +49-89-46008-0, Greece +30-1-618-8111, Hungary +36-1-489-8900, Iceland +354-563-3010, India-Bangalore +91-80-2298989/2295454; New Delhi +91-11-6106000; Mumbai +91-22-697-8111, Ireland +353-1-8055-666, Israel +972-9-9710500, Italy +39-02-641511, Japan +81-3-5717-5000, Kazakhstan +7-3272-466774, Korea +822-2193-5114, Latvia +371-750-3700, Lithuania +370-729-8468, Luxembourg +352-49 11 33 1, Malaysia +603-21161888, Mexico +52-5-258-6100, The Netherlands +00-31-33-45-15-000, New Zealand-Auckland +64-9-976-6800; Wellington +64-4-462-0780, Norway +47 23 36 96 00, People's Republic of China-Beijing +86-10-6803-5588; Chengdu +86-28-619-9333, Guangzhou +86-20-8755-5900; Shanghai +86-21-6466-1228; Hong Kong +852-2202-6688, Poland +48-22-8747800, Portugal +351-21-4134000, Russia +7-502-935-8411, Saudi Arabia +9661 273 4567, Singapore +65-6438-1888, Slovak Republic +421-2-4342-94-85, South Africa +27 11 256-6300, Spain +34-91-767-6000, Sweden +46-8-631-10-00, Switzerland-German 41-1-908-90-00; French 41-22-999-0444, Taiwan +886-2-8732-9933, Thailand +662-344-6888, Turkey +90-212-335-22-00, United Arab Emirates +9714-3366333, United Kingdom +44 0 1252 420000, United States +1-800-555-9SUN or +1-650-960-1300, Venezuela +58-2-905-3800, or online at sun.com/store

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