

# IT ORGANIZATION AND PROCESS SERVICES

Evolve to a services-oriented operating model

## ESSENTIALS

- Improve business and IT alignment
- Enhance communication and collaboration across IT and with the business
- Improve operational and cost efficiency
- Deliver the right services, faster
- Reduce the risk of Shadow IT

## Business Challenge

IT enables business innovation, growth, and efficiency through the services they deliver. If IT does not provide the services the business needs, the business will go elsewhere. These external services are unapproved, ungoverned, and outside the ownership or control of IT. They can introduce security and compliance risks as well as impact other IT resources and costs. Therefore, understanding the needs and expectations of the business—and delivering the right services faster—is crucial to avoiding Shadow IT.

When it comes to IT operating environments, both people and processes are typically set up to manage technology, not IT services. These technology-siloed organizations are staffed with people who have deep technical expertise, but limited cross-functional knowledge. They are focused on the underlying technology, not the broader IT services. This siloed structure leads to poor communication and coordination. Work is often fragmented and compartmentalized. Operational processes break down between silos and during handoffs.

There is also a tendency within IT toward a build versus buy mindset. External service offerings are often not evaluated or considered, and as a result IT may not be providing the best solution for the business. All of this contributes to slow delivery of services, and the services that are delivered may not be the right services that the business wants and needs.

## Service Description

Dell Technologies offers the following portfolio of services to help you evolve from a technology-siloed to a services-oriented operating model. This “service center” model enables you to better understand business demand and create the supply of IT services necessary to meet that demand.

**Define an initial IT Service Center.** Dell Technologies first evaluates your current operating environment, both processes and organization. We then work with you to define the focus and type of services that will be provided by the new IT Service Center. The services are grouped into logical families, and all process and organization integration points within IT, across the enterprise, and with external service providers are identified.

**Improve IT processes.** We assess your current processes against the ITIL® Process Maturity Framework. Gaps between the current state and desired state are identified, as well as process areas that need the most focus. A detailed process improvement plan is provided, as well as a continuous improvement plan that enables you to recalibrate as necessary to meet business and IT strategies.

**Align the IT organization.** Your current IT organizational structure, roles, and skills are evaluated. We then define the new and changed roles, responsibilities, and skills that are needed to align your organization with your IT processes. Individual training plans for each role are developed to ensure that your staff has the appropriate skills to fulfill their responsibilities. A new organizational structure that shows integration points across the enterprise also is defined. We can work with you to map staff to the new and changed roles, and develop a communication plan that details how to communicate the staff changes within the IT organization and to business stakeholders.

**Establish a governance model.** Dell Technologies works with you to define a governance framework that leverages guidelines, standards, and best practices for designing, building, and delivering IT services and ensures that service delivery stays on track. Whether you want to implement an initial IT Service Center (both organization and processes), focus just on process improvements, or focus on role transformation and organizational alignment, Dell Technologies can help.

## Summary of Benefits

Dell Technologies IT Organization and Process Services enable IT to evolve from a technology-siloed operating model to a services-oriented operating model. By having the right processes, roles and organization in place, you will be able to improve communication and collaboration with the business, and better understand business needs and expectations.

You can improve operational efficiency and agility, empowering you to deliver the services that the business really wants, faster. And by giving the business what they need, when they need it, you can reduce the risk of Shadow IT. Dell Technologies IT Organization and Process Services can help position you to create, build and maintain business value, and move IT from being an “order taker” to being a strategic business partner.



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