

Strategy management

In-keeping with the definition of strategy management you will be deciding how best to use your available time and money to achieve the stated mission. This will include both tactical and strategic decisions over the course of the simulation.

Excluding any bonus actions you are limited to a total of 18 actions over the course of the simulation. The sequence and timing of the actions will be crucial in maximizing the business value that you are able to generate.

Relationship management

Your main stakeholders are the users of the solutions and the solution sponsors, the managers in your facility responsible for the areas impacted by the solutions. You working to train additional users in the solution areas to make them more effective. This will bring you influence which you can use to secure additional funding from sponsor. It is important that you pay close attention to the sponsors over the course of the simulation in order that you can maximize the business value you deliver to the company.

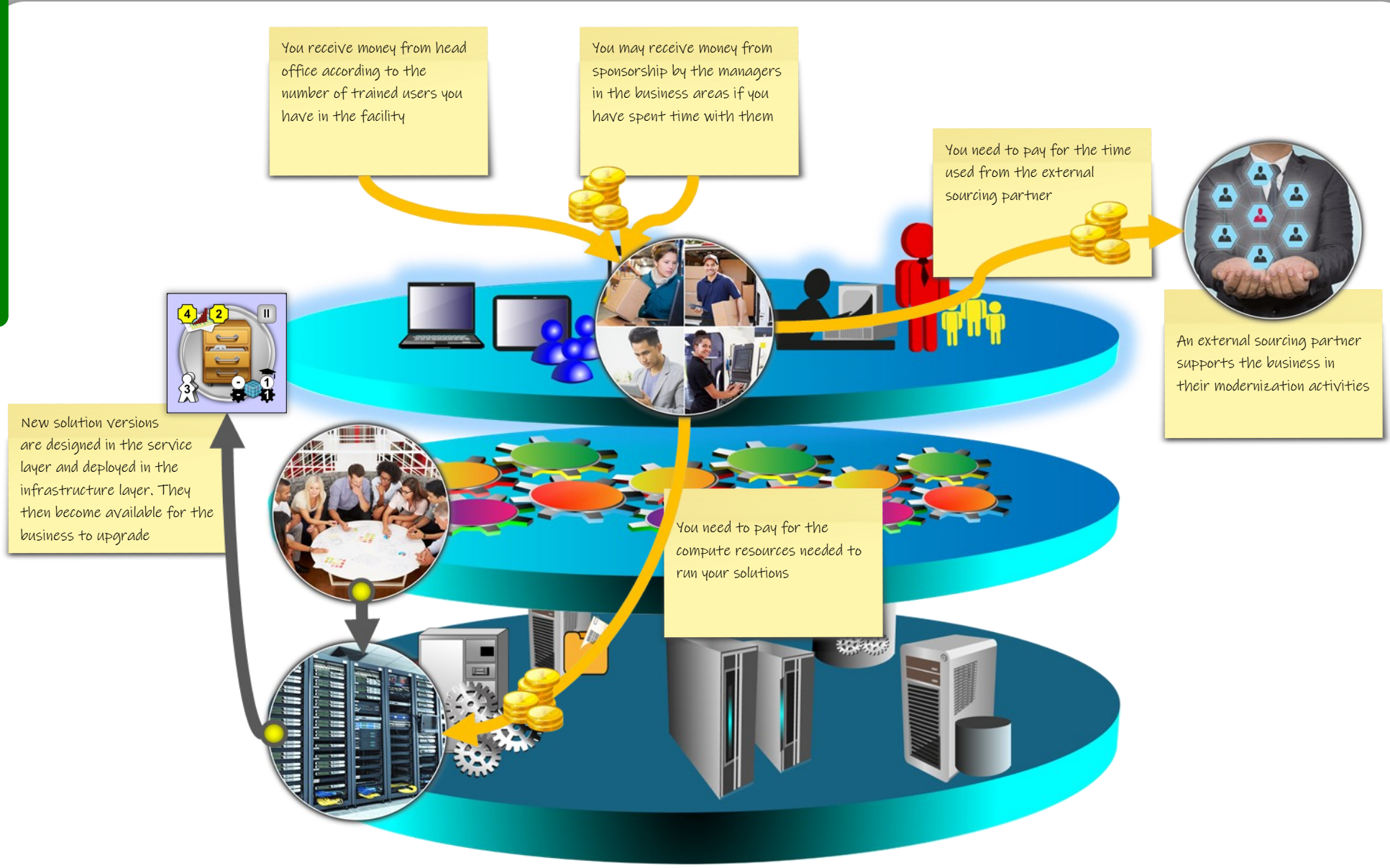
Relationship marker

Service financial management

The goals of the company are ambitious and demand much of your financial management. You have limited financial resources available to you and you must use your investments to their maximum at each step of the way.

Over the course of the simulation you will generate income from having trained users and have this supported by budgetary commitment from the business area managers (your sponsors). You will need the money to pay for the external work effort needed to upgrade and otherwise improve your facility. You will also need money to pay for the operational costs incurred.

See also: Relationship management



Measurement and Reporting

Performance metrics from each of the three layers (infrastructure, service and business), are crucial in risk management, capacity and performance management and to support continual improvement.

Integration of solutions can bring more data into the analysis, generating more insight in reporting which, in turn, informs better decisions.

In the simulation, one of the actions is to report on your solutions, generating business value from the insight. Integration, allows you to create additional business value by leveraging the data from multiple solutions.

Most solution upgrade tiles have business value associated with analysis and reporting. The value depends on whether or not you engage with the manager.

Workforce and talent management

It is important that you develop and maintain the competence needed for your staff to be as effective as possible. One of the aspects involved in this is to ensure that you train up sufficient staff in your various solutions.

In the simulation, your users have not received and specialised training and are therefore unable to fully leverage the value of the services start with only some of the staff trained in the solutions. Training the user-base will help the company generate value but may also increase the workload leading to increased operating costs.

Business analysis

Business analysis has been performed ahead of the timeline depicted in the simulation. It is during the business analysis that the preferred solutions, for each business area, were identified.

In the simulation, three solutions have been identified for each business area. They have been classified in terms of their contribution to the business and identified as gold, silver and bronze. The gold solutions are those that have been identified as having the highest contribution to the business and the bronze as having the least, though still an approved solution.

Business analysis continues to ensure that the initial assessments were correct and also to ensure that the solutions remain relevant to the business which may itself change over time or become affected by market disrupters.

See also: Measurement and Reporting

Capacity and performance management

The business layer creates demand for compute, storage and network resources which need to be met by the infrastructure layer, either from on-premises platforms or from cloud platforms.

It is important to be able to forecast and manage your demand over time to ensure that you do not experience runaway costs or risk insufficient capacity to meet your needs.

Beyond the technical demand, there is a need for work effort of the necessary competence to be able to fulfil the planned activities. This must also be monitored and managed.

In the simulation, the focus is on demand management in terms of technical workload and in terms of effectively utilising the available effort from the external sourcing partner.



Risk management

Old technology and solutions can increase the risk of service failure and also prevent potential benefits in terms of business value generation and cost-effective service provisioning. Furthermore, failure to optimize a solution to deliver the best performance at the lowest operational cost is a missed opportunity.

The simulation draws on all these aspects, increasing the effort needed to maintain old solutions and rewarding tuning of solutions to improve performance and optimise demand.

Portfolio management

It is the aim to have the correct set of projects and solutions to meet the strategy of your company.

In the simulation this is reflected by the available solution upgrade tiles from which you can choose.

See also: Business analysis and Strategy management

Service request management

Standard requests are defined for a service. These may include requests for access to the service, information, data and etc.

In the simulation, new users are added to the services which will generate a background service request for access to the corresponding service.

Supplier management

It is important that the performance of your suppliers are monitored and managed to ensure that you experience reliable results and detect any failure to achieve established standards.

In the simulation, the only supplier is the sourcing partner that is providing the necessary competence and capacity to deliver your improvements.

The agreed contract provides for an amount of planned resource for any given year with additional unplanned, but more expensive resource also available should you require it. If the planned resources are not consumed during an one year, it is the agreement that you will plan less resources the following year.

Continual improvement

This sets out to provide methods and mechanisms to identify and action requested improvement to the services. This would also require that improvement can be measured and reported.

In the simulation, it is considered that the users continue to identify such improvements as they use the solutions. These improvement recommendations are sent to the service layer for classification and actioning, thereby helping to ensure that the offered solutions better meet the needs of the business.

Change enablement

The goal of change enablement is to maximize the number of required changes introduced into the business whilst minimising any associated risks, requiring careful planning and control.

This is seen as a background activity in the simulation which is dealing with a series of changes being implemented over a number of years. Planning and sequencing of the changes is important to maximise the business value generated

Organizational change management

Complete organisational transformations or smaller departmental realignments can be disruptive and counter productive if not carefully managed.

This is a background activity in the simulation, contributing to the need for training of staff and the engagement of sponsors to facilitate the transitions to