Solution Management for IT's Business

A Logical Goal

All well-known companies are powered by IT Services for internal and external business users.

The standing requirement is to efficiently provide the required operational performance for users at the required level of quality -- regardless of continual change.

The financial investment in asset and resource optimization is always a high-impact IT management issue. But **complexity** is the single biggest challenge identified in the management organizations providing the services. **Implementing service solutions** often initially increases complexity.

Complexity puts the standing requirement at risk. And no one expects complexity to go away. However, complexity also allows more precision and sophistication. To get that result requires a different class of planning and method. The single biggest challenge to beneficial complexity is **change**.
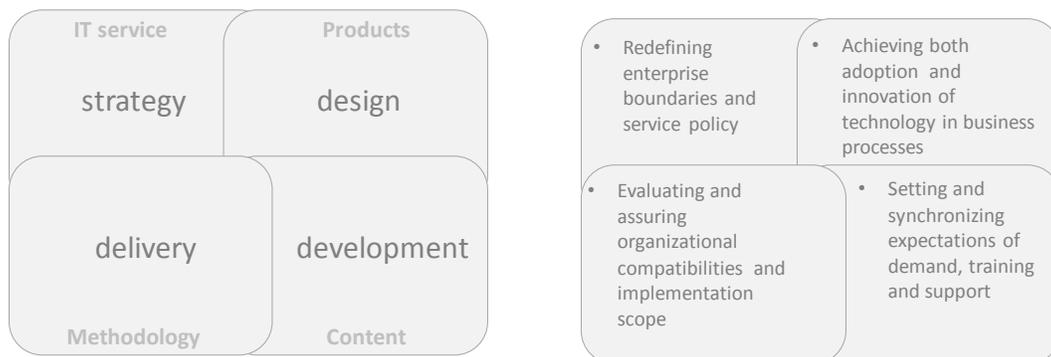
Change creates risk when the impact of change on complexity generates more complication than it does capability. Moving from detrimental complication to beneficial capability is a primary objective of management. **Implementing service solutions**, which causes changes to operations, must meet that objective – in plan, in effort, and in result.

Productive Changes

As complication decreases, efficiency is a more likely characteristic of overall operation. To decrease complication, numerous types of change must be managed together.

Varieties of change include substitutions, optimizations, enhancements, transformations and innovations. Separately or together, they can result in misalignments or imbalances that complicate the co-operation of elements within IT's business. Managed change should prevent or solve those impacts.

Additionally, to make complexity beneficial, there are **several key areas** affecting each other that should be synchronized as their changes are solved and balanced. The solutions consist of the tasks that give the organization immediate improvement in self-reliance – along with getting balance through scale by reducing the burden of maintaining things that have lesser ability to strengthen alignment.

IT service	Products
strategy	design
delivery	development
Methodology	Content

- Redefining enterprise boundaries and service policy
- Achieving both adoption and innovation of technology in business processes
- Evaluating and assuring organizational compatibilities and implementation scope
- Setting and synchronizing expectations of demand, training and support

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Archestra Research is a management and strategy consultancy locally resident in the Bay Area. We believe that Archestra's experienced perspective may be uniquely able to provide IT managers with what is needed to apply to their key problems on an affordable daily basis.

Archestra provides the following background of accomplishment and attention to the requirements of IT Services decision makers and owners:

Align Business and IT service strategies

- ITSM and Governance advisor to Pink Elephant
- CFO Magazine value management citation
- Business ownership and board membership
- IT leadership responsibility in companies from startups to government agencies

Analyze, design and plan IT products including services

- Four market-leading ITSM process automation product lines
- Two Operational Performance Management products
- Three Business Intelligence systems integrations
- Three Enterprise Knowledgebase systems designs and integrations

Manage Knowledge and Content for development and education

- Published in business development, technical, and marketing libraries privately and commercially
- IT Architects Academy instructor
- LMS content producer/manager
- R&D lifecycle program manager

Build and implement methodology for IT Service delivery and support

- Built and ran national and international IT support operations
- National standards body working groups
- Gartner "Top Right" Magic Quadrant Vendor-certified enterprise solutions architect

From that background, Archestra's contracted and renewable engagements provide managers with a deep and agile senior-level solution designer who will orchestrate progress in a road-mapped effort, during normal business hours. Short-term or long, we pay special attention to maintaining a clear role under the manager's accountability while acting as an agent for the manager. While the engagement has a target output, the process successfully continues beyond the consultant's participation.

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