



# Ideal IT Organization for Business Agility

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# Organization is key for enabling Business Agility

Business Alignment Team		
Business Partners	Project Managers/ Business Analyst	User Experience / BPM

Enterprise Architecture		
Strategy and Governance	Business Architects	Technology Architects

Central Services Team			
Program Management Office	Shared Services team	Quality Assurance	Release Management

Application Development Team			
Oracle ERP	Enterprise Services	Middleware	.....

Application Support Teams			
Oracle ERP	Enterprise Services	Middleware	.....

# Functional roles and responsibilities



Role	Description
Business Partners	<ul style="list-style-type: none"> <li>• Liaison between Business Unit and IT</li> <li>• Manage relationship, funding, governance, project and communicate status back to business</li> <li>• Responsibility could also be based on business process instead of Business Unit</li> </ul>
Project Manager / Business Analyst	<ul style="list-style-type: none"> <li>• Project Managers responsible for delivering as specific business solutions</li> <li>• Business Analyst responsible for capturing business requirements, getting business sign-off and liaison between business and technical team for delivering specific business solutions</li> <li>• Resources could be assigned to different projects on as-need basis</li> </ul>
User Experience / Business Process Modeling team	<ul style="list-style-type: none"> <li>• Capture and model business process and policies – including simulations</li> <li>• Capture and model user experience for portal development – including simulation</li> </ul>

# Functional roles and responsibilities



Role	Description
Strategy and Governance	<ul style="list-style-type: none"> <li>• Responsible for IT Strategy and Governance</li> <li>• Drive the integrated and consolidated roadmap for all application development. Associate the program timeline to periodic (quarterly) budgeting processes</li> </ul>
Business Architect	<ul style="list-style-type: none"> <li>• Business prioritization recommendations based on business processes</li> <li>• Value stream analysis</li> <li>• Business / IT alignment specialist</li> <li>• Tooling support analyst</li> </ul>
Technology Architect	<ul style="list-style-type: none"> <li>• Technology vision and strategy</li> <li>• Technology lifecycle management</li> <li>• Technology procurement</li> <li>• Methodology</li> <li>• Lifecycle and process standards</li> <li>• Skills planning</li> <li>• Technology consultant to project teams</li> </ul>

# Functional roles and responsibilities



Role	Description
Program Management	<ul style="list-style-type: none"> <li>Overall management, planning and coordination of all projects, activities, and resources. Communications (internal and external), Methodology Standards, Management Status Reports and Presentations</li> </ul>
Shared Services Team	<ul style="list-style-type: none"> <li>Development of the common portal, integration and application services. Providing services such as registration, login, profiles, exception handling, etc.</li> </ul>
Quality Assurance, Configuration Management and Release Management	<ul style="list-style-type: none"> <li>Testing, configuration, change management and integration of application code prior to release in the development, QA, and staging environments</li> </ul>

# Functional roles and responsibilities



Role	Description
Packaged Application	<ul style="list-style-type: none"> <li>Responsible for developing business solutions on Packaged Application</li> </ul>
Enterprise Services	<ul style="list-style-type: none"> <li>Responsible for developing solutions for Content Management, email, collaboration, etc.</li> </ul>
Middleware	<ul style="list-style-type: none"> <li>All Packaged business specific solution development, including BI, ETL and SOA platform</li> </ul>

- Dedicated Application support teams provide Tier 1 and Tier 2 support
- Application development teams hand off support to Application support team at the end of each project
  - ▶ Allocate time in each project for this task (typically 2 to 4 weeks)



# Thank You

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