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HOLLYWOOD
Dreams

Simulation of Governance and Management on digital services

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Your hosts today

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The essence of the retained organization

| In-/external customers	Governance and managament	In-/external suppliers

- Defining the business need

- Translating the business need into an unambiguous and modularly built service portfolio within the framework of IT strategy and architecture

- Having those services produced by internal and/or external suppliers within the framework of a sourcing strategy

- Monitoring the performance of (internal and external) suppliers and ensuring that what the customer has asked for is delivered

3

The main process flows of the retained organization

Governance is about making and monitoring plans and policies, including making choices with regard to sourcing and ensuring supervision (compliance, risk assessment, security, architecture, financial substantiation)

Integration is about the operational delivery of standard services, including g.e. the timely resolution of disruptions

Customers

| External | Internal |

Suppliers

| Internal | External |

Governance

Orchestration

Integration

Digital services

Orchestration is about specifying and realizing projects and changes (the execution of these is not a directing responsibility, but is done by internal and external suppliers)

4

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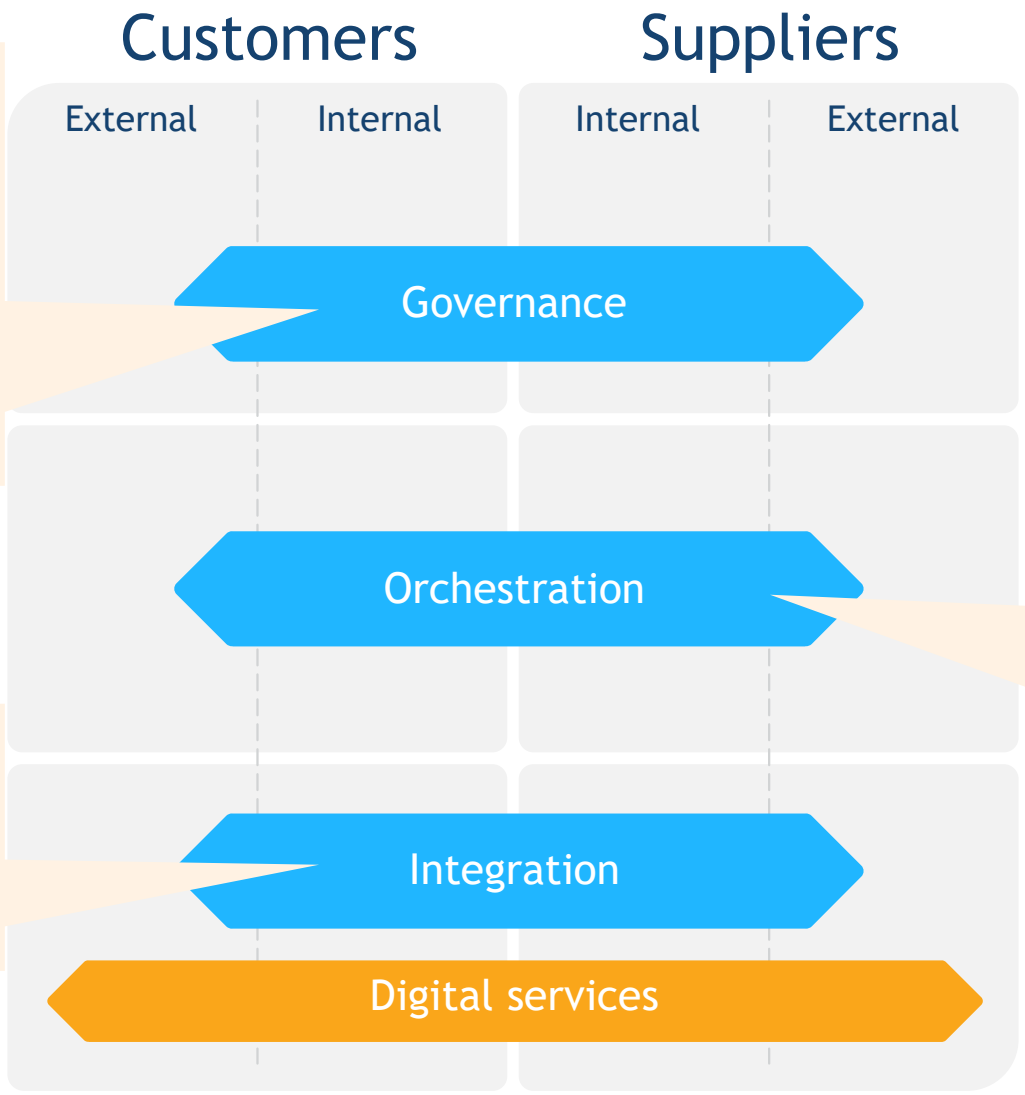
Roles needed to perform by retained organization

1. IT leadership
2. Risk, Security & Compliance
3. Enterprise Architecture
4. Portfolio Management
5. Business Information Management
6. Sourcing Management
7. Contract/Supplier Management
8. Service Management
9. Business Process Consultancy
10. Business Transition Management
11. Delivery Management
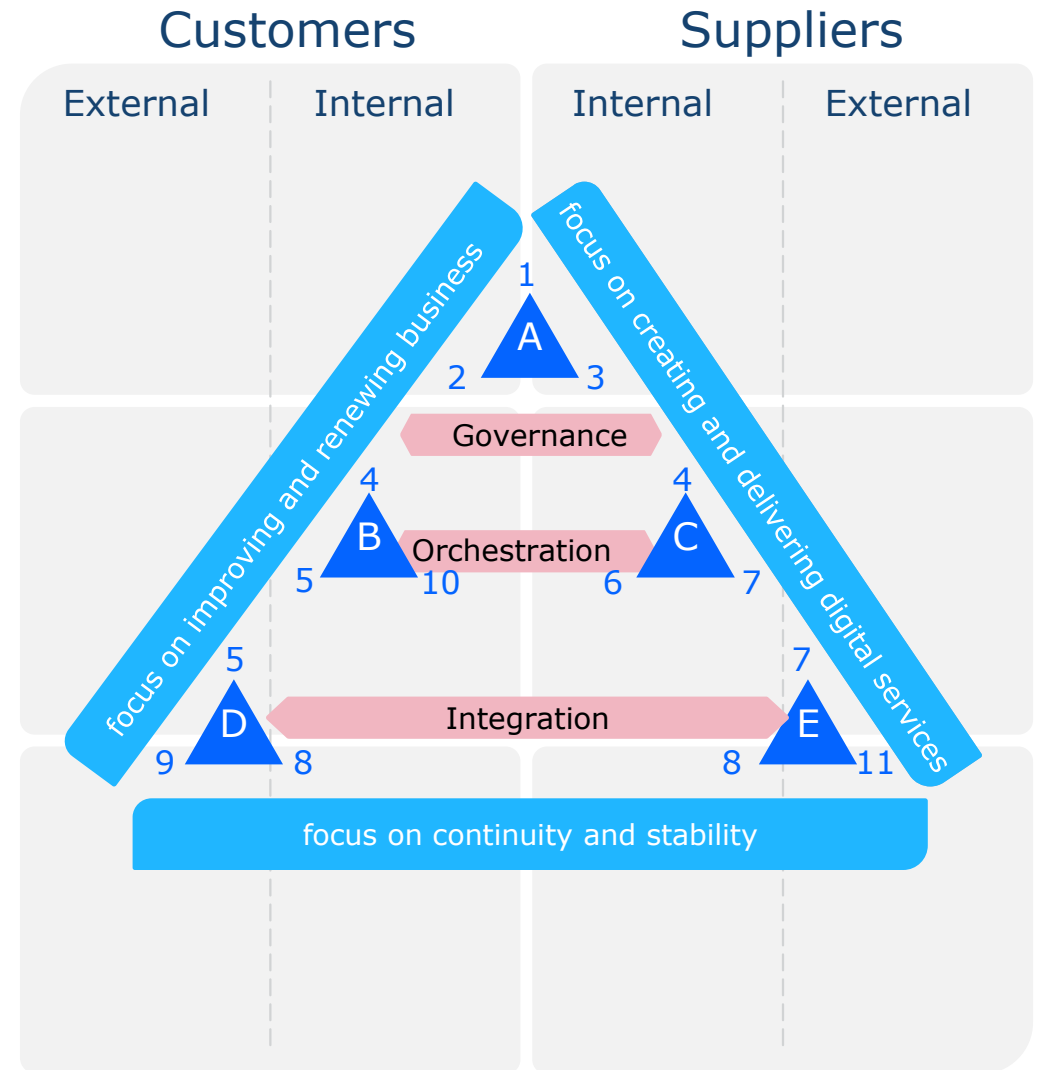
For each role described in Quint Library:
- *Purpose of this role*
- *Responsibilities*
- *Competencies*

5

Hollywood *dreams*

Hollywood *Dreams* produces several movies every month and sells tickets for movies in the cinema. Recently Hollywood *Dreams* started streaming movies (with low resolution).

CEO: "*We need to improve our sales and profit because we are behind on our target*". There are several plans to realise this and plans to launch new movies.

In month 6 Hollywood *Dreams* outsourced their IT services to three suppliers, because the direction took a decision to stay with their core competencies and expects the IT suppliers to automate and innovate to support the growth strategy.

In the next 4 months Hollywood *Dreams* is going to work on improving the way of working.

Hollywood *dreams* - Current Situation

1. Current month is 7
2. First 6 months, sales behind and profit behind.
3. CIO/CEO has a plan to recover.
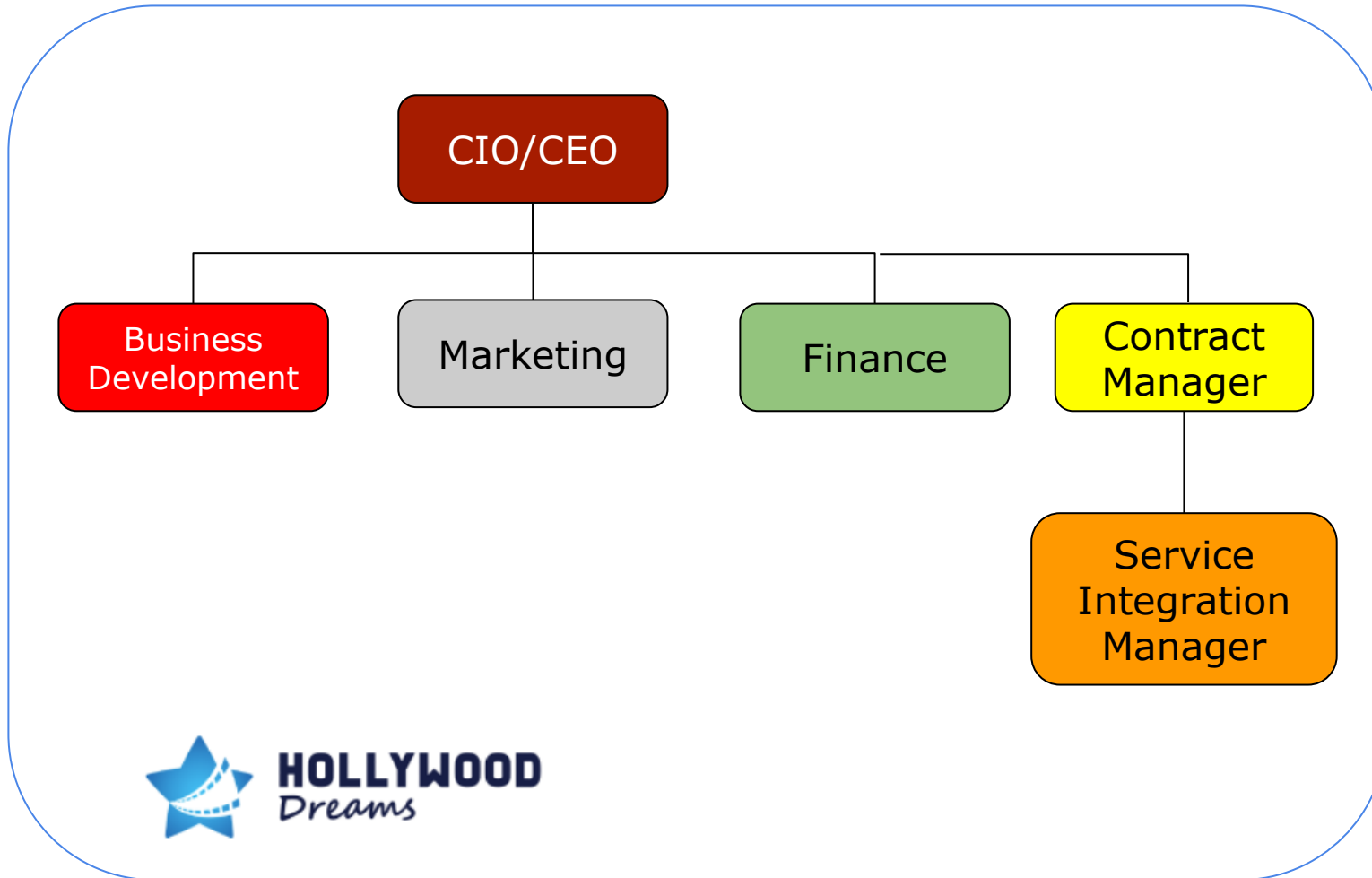4. Business Managers will share the projects.
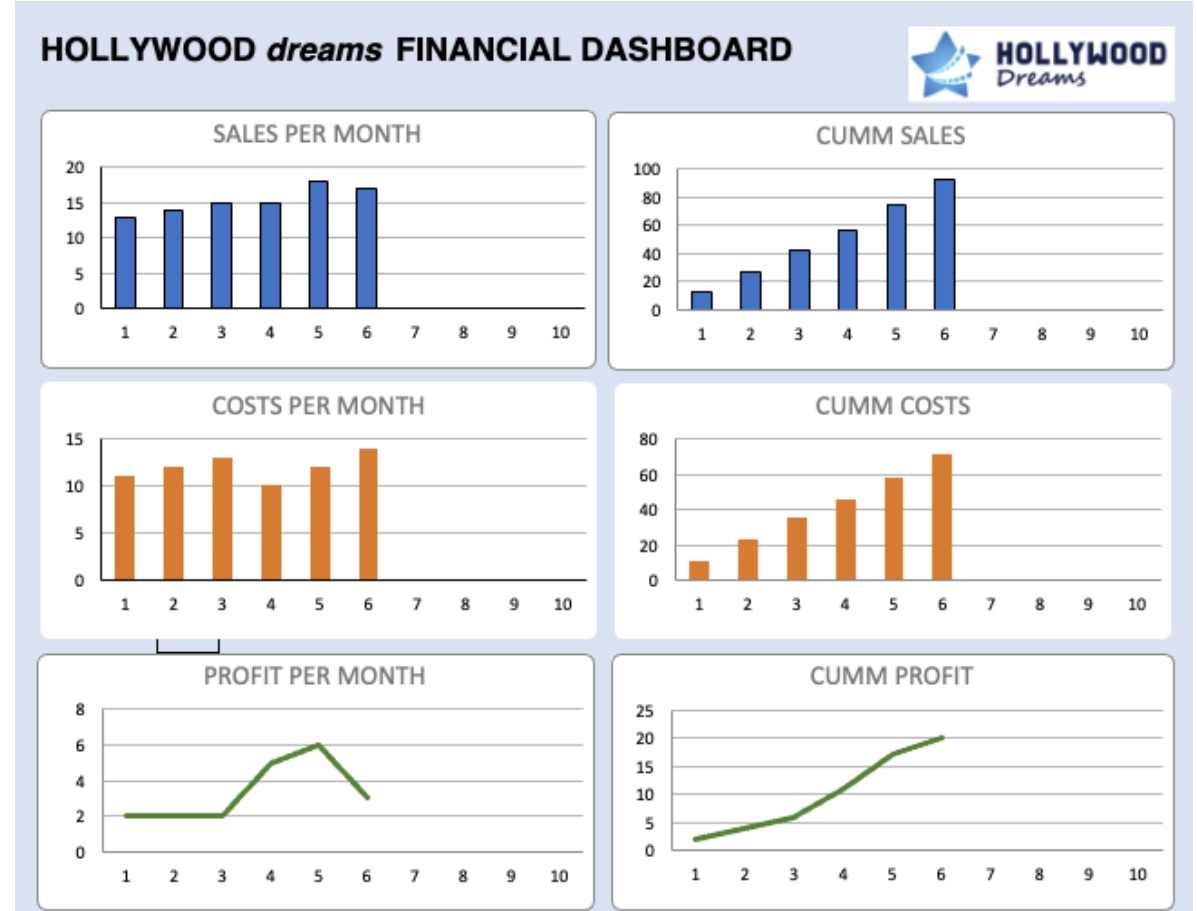
Hollywood *dreams* - Goals for this simulation

How to manage IT Services in a Multi-Vendor environment?

- Analyse current services and improve the performance
- Agree and manage contracts
- Optimize the collaboration between vendors
- Increase the sales and profit of Hollywood Dreams
- Deal with an ever-changing business environment
- …

Roles and organizations in the game

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