



ICT Strategy Development

Client

Our client manages the UK's Education and Research networks, providing data, voice and video connectivity, domain registration, training and publications among other services. Following a move to new premises and the integration of a Network Operations Support Centre (NOSC) previously run by another body, we were asked to provide an independent review of their ICT usage and develop a suitable ongoing ICT Strategy to meet their current and future needs.

Assignment Objectives

The objectives for the assignment were therefore:

- Detailed assessment of current and future ICT needs for the entire organisation
- Develop Full understanding of the current infrastructure and undertake gap analysis.
- Develop ICT Strategy to continue current success and address identified gaps for current and future needs.
- Provide clear recommendations and pragmatic "road-map" for strategy.
- Provide ongoing ad-hoc support as required during realisation of strategy.

What we did

- To develop an understanding of the needs and current provision we undertook structured interviews with both the senior management team and a representative selection of users of IT at all organisational levels. We also undertook analysis of the current business processes and their relation to ICT provision.
- We used TOGAF (The Open Group Architecture Framework) as a framework in which to describe the As-Is ICT Architecture, and to develop the To-Be ICT Architecture and how it related to the business processes and the future and current needs identified.
- Using a storyboarding technique, we conducted workshops around our observations with the CEO and CFO to ensure that our final recommendations were aligned with their expectations and that they understood the implications of each recommendation.
- We produced a set of recommendations clearly based on the facts we had collected, meaning that there could be no question as to their suitability or provenance, and these included not just technology options, but also role-based usage of IT
- Finally we produced a road map showing the way forward, providing a high-level plan, indicative costs, and a risk assessment, and to prevent our report becoming "shelfware" we continued to work with the client to ensure that the strategy was successfully implemented

What we achieved

Our recommendations were wholeheartedly accepted by the client, who said that we had "made a significant contribution in helping them attain their developmental goals". More importantly, thanks to the actions the client took on the basis of the outcome of the ICT strategy assignment the client was able successfully to complete the premises move and the integration of the Network Operations Support Centre well within the time constraints.