What moving to a "hybrid IT" operating model means to you

"Hybrid IT" capabilities assessment profile

HPE
POINTNEXT

Your transformation profile

Your answers to our brief questionnaire told us you're considering moving to a **hybrid IT operating model**—a new way of delivering IT services within a service management framework through a mixture of on- and off-premises solutions. For IT organizations accustomed to an internal sourcing approach, a hybrid IT operating model requires a new kind of thinking—one in which internal and external application and service sources must be balanced and managed. The new model also comes with significant new considerations for operating and financing a consumption-based model.

From our many years of experience working with thousands of clients of various sizes and in every industry, we've learned that a successful IT transformation touches not only every aspect of your technology but also several other domains. This means objectively assessing where you are today, comparing that current state with your IT transformation goals, and then planning an implementation that will help you achieve the right mix between core technology, composable IT, and private and public cloud.

This IT capabilities assessment profile was prepared for you by a HPE Pointnext (HPE) transformation strategist. The profile is shaped by the data and insights we've gained from multiple, full-scale capabilities engagements with customers. It offers you a glimpse of a far more intensive HPE IT capabilities assessment available from Advisory and Transformation Services from HPE Pointnext. A full capabilities assessment utilizes a proprietary framework developed by HPE. Called the Unified Transformation Framework, it incorporates extensive quantitative and qualitative information about enterprises like yours to generate a comprehensive and detailed 360-degree view of your current capabilities. The complete assessment also reveals what it will take to achieve the operating model you've defined as your goal—all while aiming to deliver a rapid return.

HPE IT capabilities assessment—a proven process

What does an HPE IT capabilities assessment involve? Simply put, it involves a careful examination of the factors that are driving the demand, supply, and economics of IT service delivery and availability, and how you are equipped to respond to them:

• Market and regulation changes

• Business, functional, technical, and implementation considerations

• Digitalization efforts across the organization

• Current and future operating models

• Service delivery methodologies

The assessment also includes a careful review of the complete range of your capabilities. Using these insights, we can identify and plan the changes needed to achieve your IT operating model goal.

Insights from the front lines

- 90 percent of enterprises invest too much in technology and too little in other domains such as processes.

- 80 percent are "cherry-picking" aspects of cloud environments, rather than implementing full cloud models.

- Less than 25 percent have a robust service delivery model.

Seven capability domains of transformation

Most people view IT simply as a collection of assets, so it often surprises HPE clients how a successful transformation demands that we look at every aspect of an IT operation, from technology to policies to people. Our experience has led us to identify seven main domains of IT transformation.

One lesson we've learned is that to achieve the desired results, transformations almost always require changes and improvements to every one of these domains, many of which are too often overlooked. Depending on where you start and where you want to go, each domain requires a different level of response.

1. **Technical infrastructure and architecture (TI&A): Most questionnaire respondents have said they have an enterprise infrastructure architecture in place.** While a TI&A is beneficial (particularly for stability, financial predictability, and maximizing service-level agreements (SLAs), the changing demands of your business may require you to actually redraw the lines of your architecture around five new areas: hybrid infrastructure, hybrid development, hybrid service management, hybrid application workloads, and hybrid delivery.

2. **IT management framework: Most respondents have said they have an enterprise IT management framework.** However, most organizations will benefit by moving from a traditional, single-supplier management framework to a multi-supplier, integrated service management framework.

3. **Finance: Most respondents have said they work from yearly IT budget cycles.** While annual budget cycles are most common, they also conflict with the needs of consumption-based IT. Understanding new financial options, such as a pay-as-you-go consumption model, and linking them to service costing is key to service success.

4. **Culture and staff: Most respondents have said they have expert teams assigned to each technology domain.** Because people costs typically represent 50–75 percent of IT's overall OPEX budget, no organization can ignore this domain and expect a successful transformation. It's crucial for command structures and the make-up of teams (both technical and cross-functional) to transform to accommodate changes in all domains.

5. **Processes: Most respondents have made Information Technology Infrastructure Library (ITIL®) investments over the past two years.** ITIL processes are an excellent start for enterprises aiming to move further to service-centric processes and organization. However, making them more customer-centric (or focusing on the needs of end users instead of the requirements of IT) can help organizations deliver more consistent services, while making those processes more resilient and reliable.

6. **Service portfolio management: Most organizations have said they have SLAs based on technologies.** When IT organizations deliver inferior service, they often face a growing "shadow IT" situation where business units find their own solution but still expect IT to support and maintain it. You don't want that, and a properly planned hybrid IT environment will prevent it. (Indeed, SLAs increasingly will be based on a service, implying a fundamentally different way of SLA thinking and management.)

7. **Application management: Most organizations have said that IT has more control over application management than business units.** Because the business owns the application, any substantial savings can only be achieved when the business unit buys into the idea of optimizing workload placements. If the business unit doesn't see a benefit, any effort to relocate workloads will fail.

If you engage with Advisory and Transformation Services from HPE Pointnext, you receive a complete HPE IT capabilities assessment. The full assessment will examine each domain in detail and recommend improvements that can help you reach your operating model goal.

Call the transformation experts

Find out how HPE Pointnext's transformation strategists can help bring clarity to the transformation process. Working with you, we can help you achieve your right mix for IT service delivery, realize ROI rapidly, and evolve faster than your competitors.

Make Hybrid IT Simple, Gain Insight from Data and Analytics and Power the Intelligent Edge Leveraging HPE's Pointnext expertise and services.

Learn more at
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