



IT Infrastructure Operations Assessment for a Leading Charitable Organization in UK

Client Profile

The client is one of UK's leading charity organizations, working with visually impaired people, by not only helping them with information, support and advice, but also with imaginative and practical solutions to everyday challenges. It encourages patrons to help both in terms of donation as well as volunteering for help with the visually impaired.

Client Context

The client was in the process of restructuring its IT strategy and recognized the significant benefits attainable from “off-shore” organizations capable of delivering effective solution. Organization faced the following challenges:

- Absence of a framework, through which the alignment & conformance to business requirements is monitored & managed
- Absence of best practices and any quality management frameworks
- Lack of Process definition & documentation for day-to-day operations
- Absence of a framework through which information security is planned, managed and reviewed within the organization
- High Cost in managing the current infrastructure
- Lack of skilled resources in the organization

Microland Approach

The IT infrastructure assessment covered the following areas:

- Architecture, Design Assessment – Security Architecture (based on ISO27001 Guidelines), Technology Platforms Assessment, Service Delivery Platform - Tools & Automation and Backend Operations Management Practices
- Process, Organizational (Service Management Organization) Assessment – ITIL based process, Service Management Roles, SLA, Metrics & Measurement

Microland (ML) leveraged its infrastructure assessment methodology, which uses a two-step process for gathering source data for the assessment.

Step 1: Understanding the IT organization, technology and overview of processes (the “as-is” state). The process involved collection of available information, and validation through interactions with stakeholders in the IT organization.

Step 2: The next stage was to analyze the information collected against industry best practices, and benchmarks. The central theme was ITIL & ISO27001 frameworks for service management, service delivery & information security. Based on the assessment, the following criteria chosen as focus areas to achieve the objectives

- Governance and SLA management
- Operational Processes – ITIL and Security
- Infrastructure Technology
- Aligning to the client's quality standards and process framework

Key Deliverables

Microland evaluated each of these focus areas against the industry best practices to analyze gaps, impact points and used ML's proprietary capability maturity model to rate the maturity of each area.

- An assessment report detailing gaps, Impact points and recommendation to fix those gaps.
- A high level road-map for achieving operational excellence and off-shoring infrastructure management.

Benefits

- Better control over costs, quality, and flexibility in terms of scale, superior knowledge/skills and agility.
- Effective offshore infrastructure management and decision support to build and manage a highly process driven & scalable IT infrastructure services.