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Improving Operational Excellence with Best Practice and Technology

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Session Description

This session will focus on aligning with the business, How to evaluate business process and organizations, applying big business strategy and know how, driving out waste and increasing client satisfaction. This session will be focusing on lowering cost in a tough economy, improving faster delivery, and ways to increase profitability for the firm.

Panel Introduction and Firm Overview

- Firm
- Title/Role
- Number of Lawyers
- Total number of employees
- Number and location of Offices
- Size of IT Staff
- Most Pressing Challenges

Aligning IT with Firm Strategy

- Understand Firm Direction
  - Firm Management
  - Practice Groups
  - Offices
- Understand Firm Culture
- Understand Financial Constraints
- Be VERY Careful with Assumptions

Driving Out Waste

- How do you know what services you must provide?
- How do you know what services can be discontinued?
- Do you know what each server does for who and what?
- Do you know what service you must provide tomorrow?
- Why should the firm acquire IT Services from you?

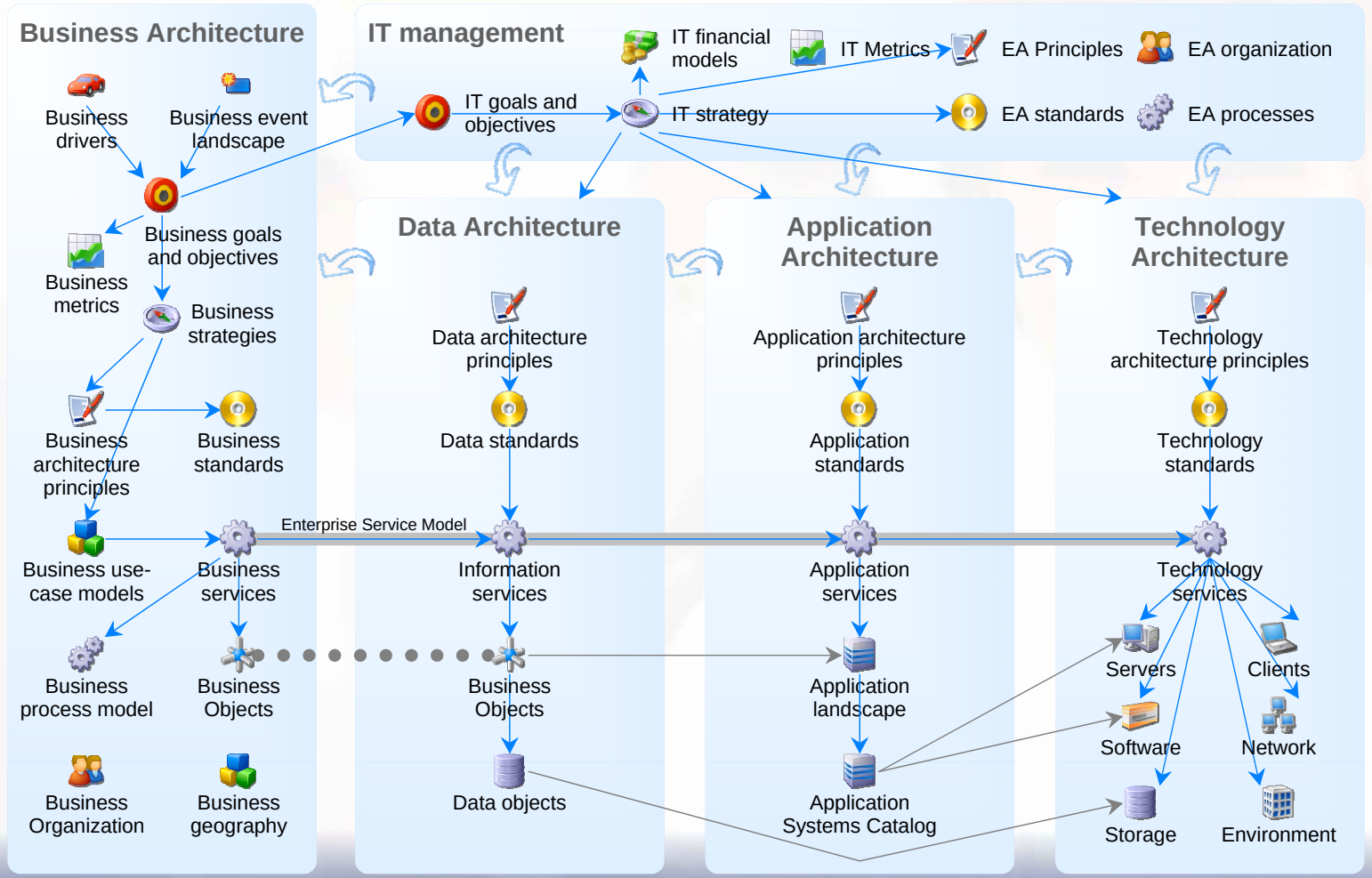
Cost Containment Considerations

- Guidance from COO – Mandated reductions versus targeted approach
- Can IT deliver reduced cost AND increased functionality?
  - Risk to Service Levels and Firm Operations – make sure risks are understood and well communicated
  - Cost to restart a suspended project
  - Impact on IT and project team moral
- Approval Process – Who approves a proposed reduction? COO? Technology Partner? Chairman?

What is Enterprise Architecture and what role does it play in Driving out waste?

EA Artifact High-level Overview

Showing key high-level relationships



How does Process Maturity help reduce cost and how do you measure it?

"Service Strategy is about ensuring that organizations are in a position to handle the costs and risks associated with their service portfolios, and are set up for not just operational effectiveness but also for distinctive performance"*

Sample Metrics

- % of Calls Resolved by the service desk on the first contact
- Average call wait time
- Number of changes made inside and outside the change management process
- % of failed changes
- Number of Problems open/closed
- Total number of incidents
- Number of major incidents
- Number of unplanned purchases due to poor capacity management

* from ITIL V3 – Service Strategy

Opportunities to Reduce Cost

- Consolidated Data Centers
- Server Virtualization
- Data Virtualization
- Tiered Storage/Data De-duplication
- Hosted Solutions
- Electronic Software Distribution
- Rationalizing Printer Fleet
- Adoption of the ITIL Framework

Future Considerations

- What are the Economic forces Impacting your Firm?
  - Regulatory
  - Macroeconomic Conditions
  - Geopolitical Developments

- Focus for the next 12-36 months?
  - Key strategies driving the business
  - Data center strategy aligned with the business strategy