HARRISON

TRANSITION TO THE TOWER MODEL AND SIAM

Service Definition Document

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SERVICE OVERVIEW

We assist organisations in transitioning to a Tower Model and SIAM, facilitating efficient service management in a sophisticated cloud sourcing setting. Our gradual transition strategy strikes a balance between rapidity and flexibility, while also ensuring stability, resilience, and uninterrupted service delivery. Harrison oversees the transition to the new model from inception to implementation.
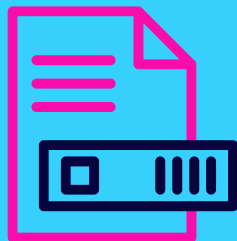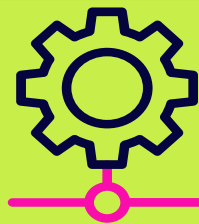
SERVICE FEATURES

Deliver efficient and reliable services that cater to the needs of businesses.

Comprehend the connection between the Cloud Provider and the SIAM function.

Safeguard traditional services and adhere to current service agreements.

Guarantee the preservation of service levels and uninterrupted business operations.

SERVICE BENEFITS

Describe the concept of service transition and initiate the mobilisation of transition work streams.

Incorporate service transition into the contractual agreement.

Provide support in negotiating commercial agreements and contracts.

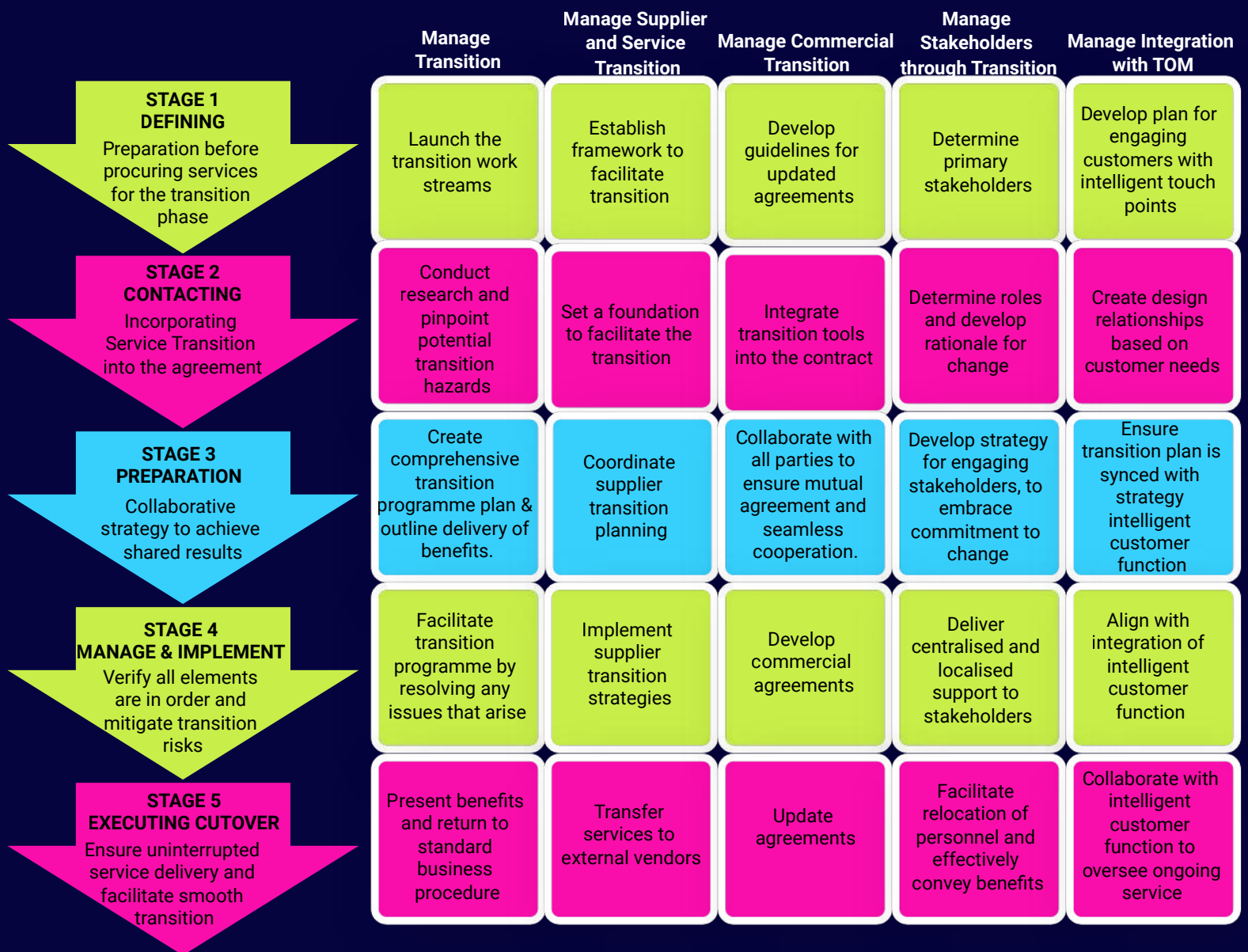Involve stakeholders throughout the transition process.

Oversee the smooth transition cut-over and facilitate the handover to the client.

SERVICE DEFINITION

Harrison's comprehensive framework outlines the process for organisations to smoothly integrate Cloud Services with existing legacy and traditional IT services, ensuring the delivery of reliable and efficient business-facing solutions. The Cloud enables quick deployment, adaptability, and agility, but the transition strategy must carefully consider the balance between speed and stability to maintain uninterrupted service for the business.

Harrison's overall framework for the transition of IT services is detailed below.

Stage	Manage Transition	Manage Supplier and Service Transition	Manage Commercial Transition	Manage Stakeholders through Transition	Manage Integration with TOM
STAGE 1 DEFINING — Preparation before procuring services for the transition phase	Launch the transition work streams	Establish framework to facilitate transition	Develop guidelines for updated agreements	Determine primary stakeholders	Develop plan for engaging customers with intelligent touch points
STAGE 2 CONTACTING — Incorporating Service Transition into the agreement	Conduct research and pinpoint potential transition hazards	Set a foundation to facilitate the transition	Integrate transition tools into the contract	Determine roles and develop rationale for change	Create design relationships based on customer needs
STAGE 3 PREPARATION — Collaborative strategy to achieve shared results	Create comprehensive transition programme plan & outline delivery of benefits.	Coordinate supplier transition planning	Collaborate with all parties to ensure mutual agreement and seamless cooperation.	Develop strategy for engaging stakeholders, to embrace commitment to change	Ensure transition plan is synced with strategy intelligent customer function
STAGE 4 MANAGE & IMPLEMENT — Verify all elements are in order and mitigate transition risks	Facilitate transition programme by resolving any issues that arise	Implement supplier transition strategies	Develop commercial agreements	Deliver centralised and localised support to stakeholders	Align with integration of intelligent customer function
STAGE 5 EXECUTING CUTOVER — Ensure uninterrupted service delivery and facilitate smooth transition	Present benefits and return to standard business procedure	Transfer services to external vendors	Update agreements	Facilitate relocation of personnel and effectively convey benefits	Collaborate with intelligent customer function to oversee ongoing service

We have enhanced the rigor and structure of this framework to cater specifically to the migration of Cloud Services. Our focus is on ensuring swift deployment and seamless integration with existing legacy services and management processes, which are the primary factors for achieving success in this transition.

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OUR APPROACH

Ensure clarity regarding the roles and responsibilities:
One of the main obstacles during the shift to Cloud services is guaranteeing the clarity of the Cloud service's scope and the well-defined interface between the Cloud Provider and the SIAM function in the contract. It is crucial to ensure that all parties comprehend and fulfill their transition responsibilities, which should be integrated into the comprehensive plan. Testing this with all involved parties at the beginning of the transition planning process is essential to identify and eliminate any misunderstandings.

Create and assess options for migrating to the cloud:
Engaging stakeholders at an early stage throughout the organisation, including ICT and the supply chain, is crucial to identifying and assessing all possible transition strategies. Our collaboration will focus on creating practical transition plans that bring immediate value to the business, safeguarding current services, and adhering to contractual obligations. Additionally, we will guarantee a thorough evaluation of transition alternatives to support the necessary tough choices in the future stages of the process.

Incorporate the transition approach within the contractual agreement:
Contract negotiations often overlook the transition responsibilities, which can lead to delays and disruptions in IT transitions. The lack of clarity regarding each party's responsibilities is a common cause of confusion. Outgoing suppliers typically adhere strictly to what is defined in the contract, and cloud-based services offer limited flexibility. Hence, it is crucial to identify any gaps in transition responsibility early on and negotiate with the supply chain to establish a practical remediation approach. This may involve incorporating risk mitigation clauses into new contracts and encouraging both the SIAM function and incoming tower suppliers to assume additional transition responsibilities.

OUR APPROACH

Verify that the service performance baseline is clear:

Ensuring a smooth transition involves safeguarding service levels and minimising business interruptions. It is crucial to have a solid understanding of the current service performance baseline, supported by concrete evidence rather than anecdotal or limited historical data. Simply collecting monthly service reports from existing suppliers may not suffice, as service boundaries may differ and performance data for the service being replaced could be intertwined with other KPIs, making it challenging to pinpoint.

To tackle this issue, our team will collaborate closely with you to ensure that the significance of the performance data is comprehended and given the appropriate priority in the Transition Plan. Additionally, we will engage with suppliers to accurately map the service data from both incoming and outgoing services, enabling us to make a meaningful comparison and establish suitable service levels for the new service.

Conduct a thorough assessment of the supplier's due diligence procedures:

Based on our expertise, there is no superior method to minimise the risks associated with transitioning a business-critical IT service than ensuring that the incoming supplier can clearly articulate their transition approach, the extent of the service they will undertake, and the performance metrics they will deliver once they assume responsibility. By formalising their approach in a document that is then collaboratively developed, reviewed, and refined, the supplier demonstrates their commitment to due diligence and thoroughly examines the intricacies of the service they will be accountable for. This process also presents an opportunity to foster collaborative work with the supplier prior to the service cut-over, allowing relationships to flourish and work methodologies to evolve in a relatively low-risk environment.

WHY HARRSION?

IT consulting that isn't scripted, templated or "one we made earlier."

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.

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CONTACT US

Please send your requirements to **info@harrisonjamesit.com**. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work

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