

# The CIO's Cookbook

## Business Systems

# Leading Thoughts

1

Business Systems exist as loosely coupled Legacy Applications, SaaS based specialized solutions and Business Managed Technologies. Decommissioning Legacy applications is always a challenge

2

Data Quality, On-time Availability, and Integration of Business Systems is critical. Successful businesses models clearly articulate lifecycle of entities like Customers, Orders & Revenue

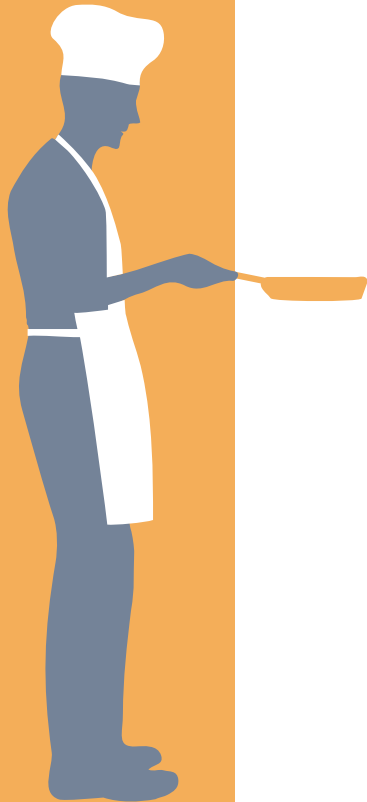
3

Active Business Participation & Accountability with IT are of prime importance. This necessitates a strong Process Governance & Program Management

4

Operational & Process Excellence must lead to well defined Metrics, Continuous Innovation, Automation, and Conformity to Compliance & Audit. Reusable M&A Playbook will enable long term success

# Considerations



1

Create a Forward Looking Architecture blueprint based on best in value as opposed to best in class

2

Recognize Critical Legacy Investments (ERP for example) and build a support plan

3

Avoid SaaS traps through Governance, Approval, by moderating new solution entry for duplication

4

Adoption of Agile delivery models with active business participation

5

Globally implemented processes with considerations for localized regulatory & experiential needs

6

Periodic review of the technology assets & elimination of business systems

7

Simplify business processes prior to introducing any automation (RPA)

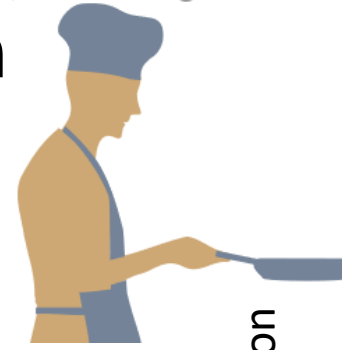
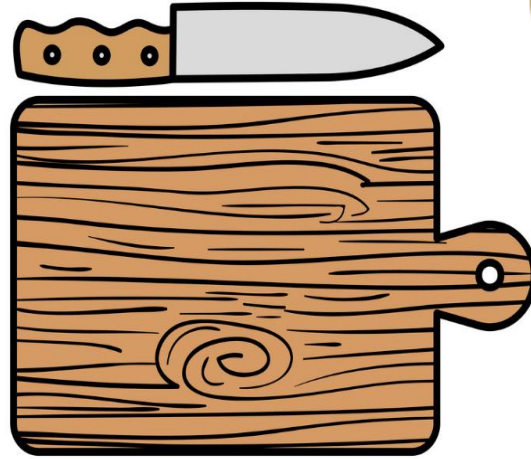
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Mandate Risk, Audit & Compliance management. Keep Disaster Recovery simple

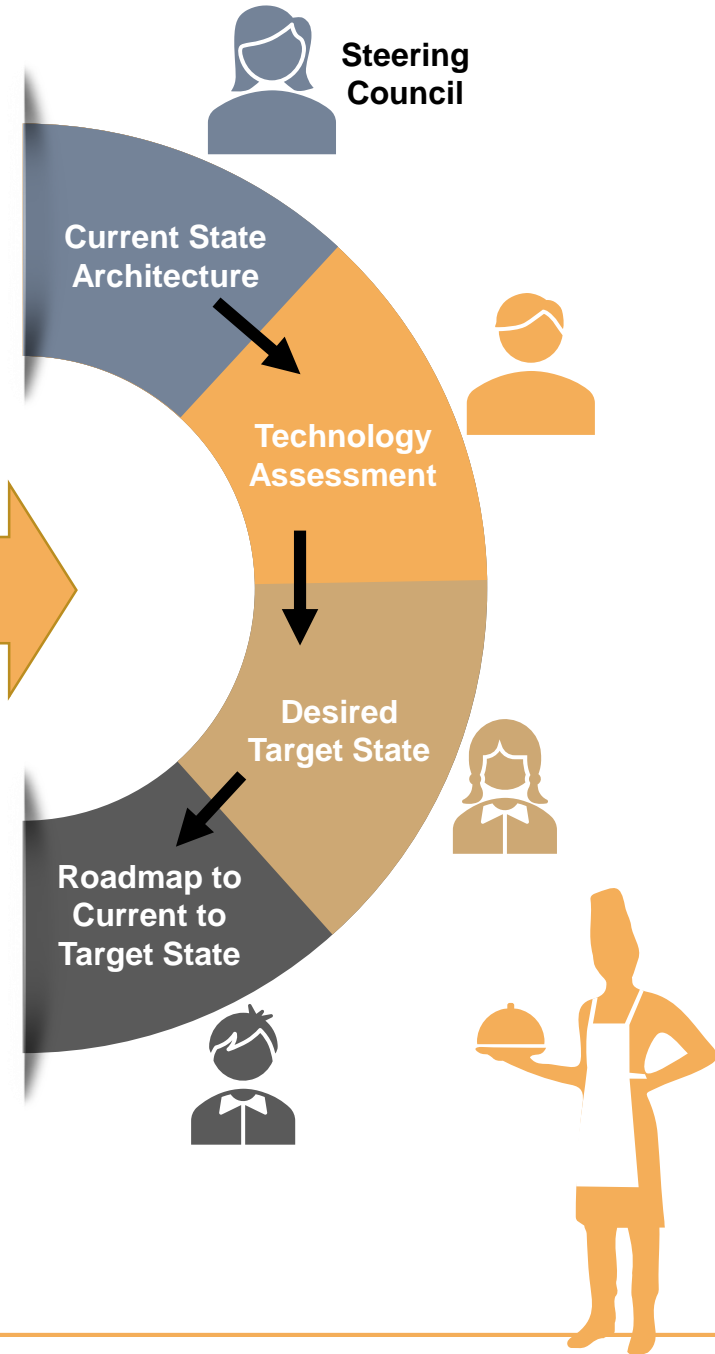
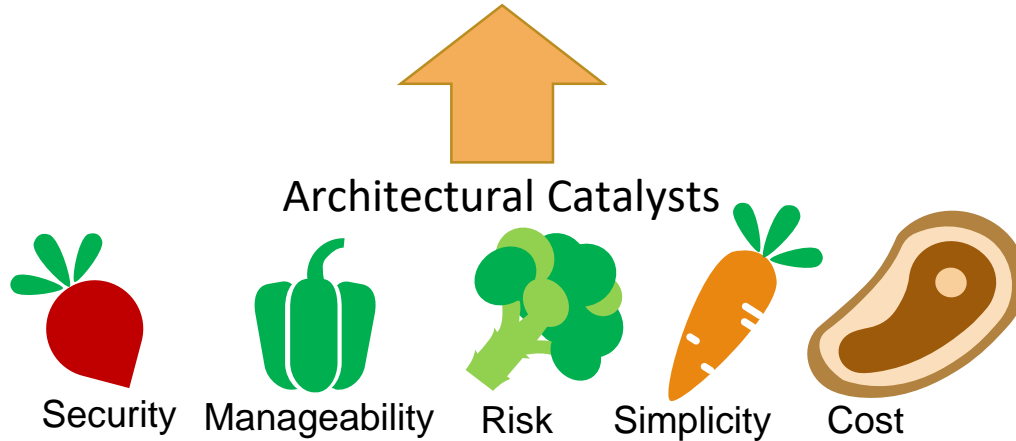


Input Parameters

# Business System Maturity Recipe



Systems Evolution



# Considerations For Operational Excellence

## 1 Operations

- Understanding of Mission critical areas
- Global Coverage
- Working around Critical Phases (Seasonality)
- Building Support Capacity/Elasticity
- Subject Matter Expertise (Champions)

## 2 Critical Support

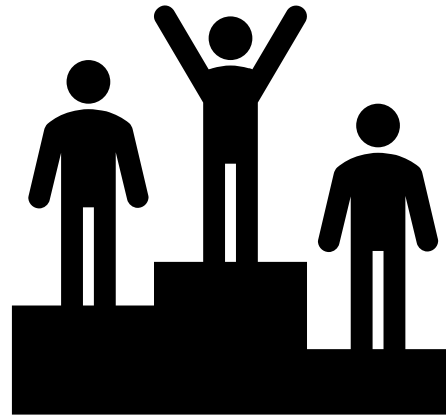
- Publish critical events calendar
- Active Engagement with business stakeholders
- War rooms
- Issue Reporting, Response/Resolution and Escalation Management

## 3 Reporting

- Well defined Measures
- Real-time Dashboards to drive decisions
- ML driven Insights
- Periodic Reviews with stakeholders



# Considerations For Process Excellence



## Adopt

- DevOps Model
- SLA & Metrics Driven Operations
- Capacity building program

## Build

- Subject Matter Experts
- Cross Functional & Global Coverage
- Strong Business Partnerships

## Cultivate

- Connecting teams (Travel)
- Continuous Learning
- Innovation
- Accountability & Introspection

## Planning

- Demand & Forecasting
- Resources Planning
- Transfer to Operation
- Constructive interaction and communication

