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Deloitte's Technology Business Management Services

Helps you drive value conversations between IT, Finance, and the Business

Deloitte's Technology Business Management (TBM) Services

|  Inception |  Implementation |  Adoption |  One-off analyses |
|--|---|--|--|
| <p>☆ Proof of concept (PoC)/proof of value (PoV)</p> <ul style="list-style-type: none"> - Proofing a use-case with existing data using the TBM taxonomy and a tool - Develop mock-up and presentation - Meet and involve key stakeholders <p>- Mock-up and TBM business case</p> <p>- Project plan and recommendations</p> | <p>Implementation of Apptio or other tools</p> <ul style="list-style-type: none"> - Gather data from financial and operational systems - Mapping data to the TBM taxonomy - Perform configuration workshops - Build allocations and data model - Perform test and operation dry-runs - Set up reports/dashboards - Educate/train relevant personnel <p>- TBM tool built and deployed</p> <p>- TBM Analyst's educated and engaged</p> | <p>Establish TBM office and governance</p> <ul style="list-style-type: none"> - TBMO charter: Identify vision, roles and responsibilities, organisation, sourcing and operating model - Develop TBMO communication plan and TBM roadmap, and roll-out planning <p>- TBMO charter, roadmap and communications</p> | <p>☆ Quality assurance and review</p> <p>Deloitte QA standard report for assessing:</p> <ul style="list-style-type: none"> - TBMO processes, governance, capabilities and documentation - TBM taxonomy adherence, allocations, data quality and management processes - Apptio model best practice evaluation <p>- QA report and improvement recommendations</p> |
| <p>☆ Design TBM management model</p> <ul style="list-style-type: none"> - TBM taxonomy-driven requirements to registration of cost pools, IT towers, service catalogue and IT operational data - Develop report with system landscape, recommendations and changes required <p>- Future financial management model and operational data models to enable the TBM taxonomy</p> <p>- Implementation plan</p> | <p>Build integration and data management processes</p> <ul style="list-style-type: none"> - Identify integration needs - Build data link and other interfaces - Test and deploy data integration - Hand-over to operations <p>- Data integration and management processes in place</p> <p>- Documentation</p> | <p>Enhance TBM roadmap and drive change management</p> <ul style="list-style-type: none"> - Describe and develop initiatives - Identify and plan selected changes - Best practice adoption approach, drive change activities <p>- TBM roadmap with sprints and sequences</p> <p>- Executed adoption activities and material</p> | <p>☆ Sourcing business cases</p> <ul style="list-style-type: none"> - Outsourcing baseline, develop scenarios and scope, conduct negotiations and business case follow-up - Reporting requirements for invoices and configuration management <p>- Scenarios, business case, reporting</p> |
| <p>☆ Tool evaluation and selection</p> <ul style="list-style-type: none"> - Gather requirements and process scope - Mapping of system landscape - Develop evaluation matrix - RFP, demos and selection recommendation <p>- Evaluation report and business case</p> | <p>Drive change to ERP systems or other operational systems</p> <ul style="list-style-type: none"> - Implement changes to financial systems, CoA, cost centre and purpose structures - Drive changes in service and infrastructure management systems <p>- TBM-aligned registration framework</p> <p>- TBM-aligned operational systems</p> | <p>Continual use-case development</p> <ul style="list-style-type: none"> - Identify and prioritise use-cases - Design changes to deliver end product - Execute changes, develop reports - Evaluate and realise benefits <p>- End product delivered, benefit realisation documented and anchored</p> | <p>☆ Cloud business cases</p> <ul style="list-style-type: none"> - Cloud migration business case - Server, storage, data centre consolidation - Optimise infrastructure utilisation <p>- Analysis reports</p> <p>- Recommendations</p> <p>- Model and/or data quality assessment</p> |
| <p>☆ TBM maturity assessment, strategic roadmap and prioritised use cases</p> <ul style="list-style-type: none"> - Using the Deloitte maturity assessment tool in an executive value workshop to assess current and future state to develop prioritisation of TBM related IT initiatives <p>- Maturity results and recommendations</p> <p>- Prioritized TBM initiatives and use cases</p> <p>- TBM Roadmap with outcomes and timescales</p> | | <p>TBM-as-a-service</p> <ul style="list-style-type: none"> - Deloitte operates the TBMO - Deloitte conducts monthly processes and change management - Execute technical changes and improvements or additions to model <p>- TBMO operations including tools, processes, reporting and data management</p> | <p>☆ Application rationalisation</p> <ul style="list-style-type: none"> - Use Deloitte's 4R method to assess current and define future application portfolio - Evaluate technical condition and business value for each application - Develop business cases and reporting |

☆ The Deloitte TBM accelerator

What is it?

The Deloitte TBM accelerator is a fast way to get you off to a good start on your TBM journey! It is a state-of-the-art tool that boosts your TBM model design by enabling maturity assessment, business cases, and tool evaluation.

The Accelerator has been designed to rapidly capture, iterate, and model the core data sources to establish a baseline and breakdown of costs by IT towers, Top 10 Applications, and User Consumption.

- Performed in Apptio with no license cost during the engagement!
- 80-90% completed model implementation + IT Benchmarks at Tower and Cost Pools levels and transferable to live production
- Includes a select number of our services (marked with ☆).
- Runs for 10 weeks.

What do you get?

- A financial baseline of your IT spend modelled in Apptio
- An allocation of labour and GL costs by IT tower according to the TBM taxonomy and the ATUM™ model
- Enablement of informed management of your IT spend and insights into general IT costs and trends including;
 - Benchmarking
 - Planning & budgeting
 - Salary & resources
 - Applications & services
 - IT Infrastructure
 - Cloud solutions
 - Cost allocation strategy



- Create detailed project plan
- Identify key stakeholders
- Request data

- Discuss key pain points and confirm main project focus with stakeholders
- Assess data quality

- Upload, transform, and map data sources
- Establish model allocations and assumptions
- Align expectations of outcomes and output reports

- Develop reports and visualisations
- Perform analysis and testing
- Compile final report and key recommendations

Who can you contact?



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“Deloitte’s Technology Business Management services can help you maximise the value of IT spend and support your TBM journey.”