

AHEAD

Moving Faster with Enterprise Service Management



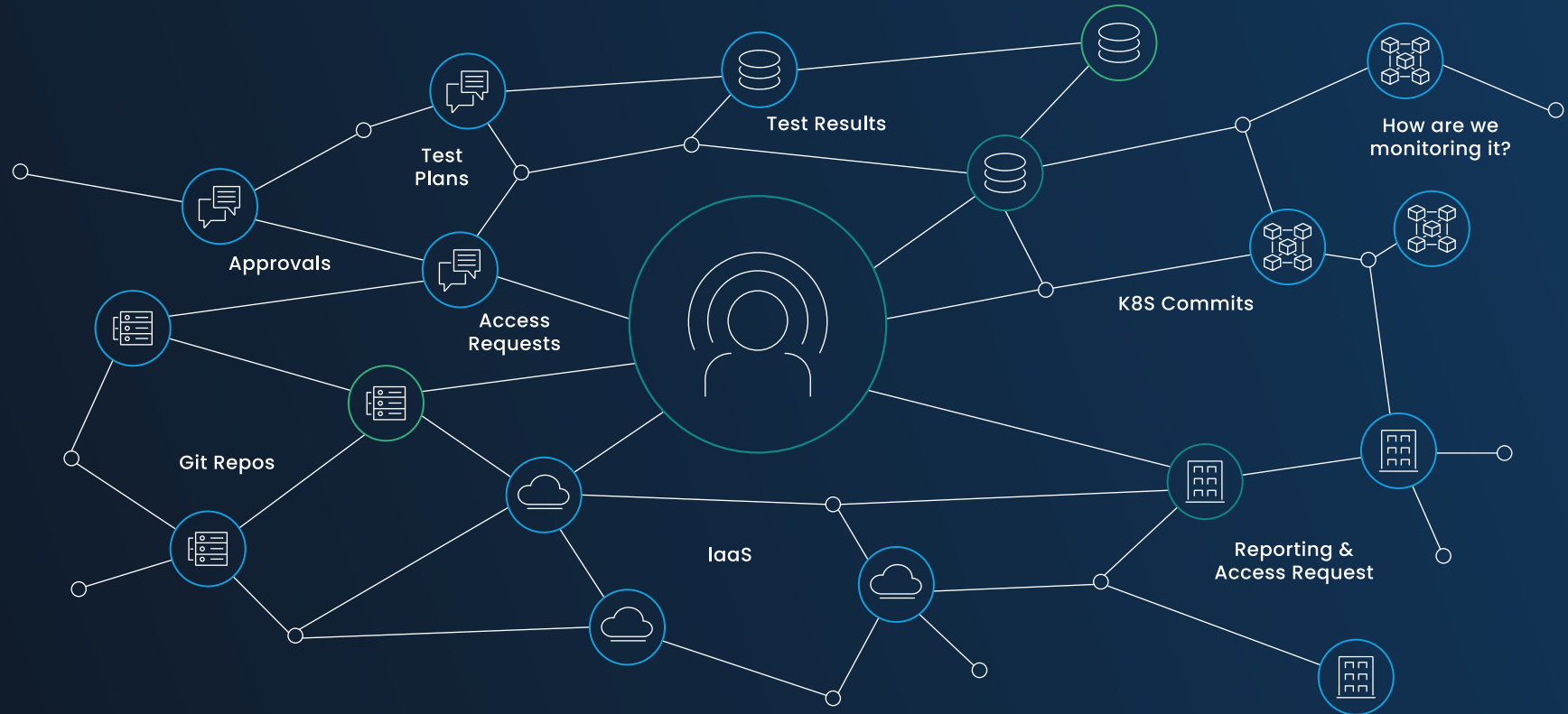
Lots of organizations talk about “moving at the speed of business” – and for good reason. In today’s world, the ability to move quickly and execute on decisions has become an imperative for success. And while many organizations and their teams understand this need for agility, actually achieving the desired pace of business isn’t as simple as ‘doing things quickly.’ Rather, the first step in getting there is to understand the risks within the environment and engineer standardized processes that mitigate those risks.



Common Enterprise Workflow Challenges

When we look across the enterprise landscape, one of the frequent issues that organizations run into is creating processes that allow for the right access—to Dev/Test environments, to hardware, to tools and applications, etc. As individuals try to advance work through the organization, there are numerous manual touchpoints, system- and process-based touchpoints, knowledge silos, and approvals to gain – all of which can ultimately slow things down and make it more difficult to meet their objectives. What's more, these types of bottlenecks can be exacerbated by the fact that most enterprises today have a distributed workforce with employees spread across offices, geographies, and time zones. Thus, in the absence of a well-defined process, we are left to rely on email, instant messaging, phone calls, etc. to figure out what work is being done, leaving the door open for mistakes, miscommunications, duplicated effort, and wasted time.

Common Enterprise Workflow Challenges



The First Step: Understanding the Rules of Engagement


In addressing these workflow challenges, the first step often comes down to identifying all of the factors that will impact the rate at which progress can be made. Are there regulatory frameworks (NIST, HIPAA, GDPR, etc.) to navigate? What are the core functions of the applications that we're making changes to? Do we have the right level of underpinning data to ensure we're making intelligent decisions? How will these changes impact the end-customer?

Having these questions answered from the outset will not only provide a better understanding of the work, but it will allow for a higher degree of automation that will ultimately help standardize risk management, deployment plans, etc. – a key factor in allowing the business to “move fast.”



Leveraging ESM for Process Automation

All of this can be boiled down to what we at AHEAD call **process automation**. As almost everything organizations do becomes increasingly digital, it is vitally important that we are looking for ways to make processes more efficient—for everything from IT Ops to shared inbox management. When starting a process automation initiative, there are a few things that every enterprise must keep in mind to help avoid painful surprises or roadblocks:



Align Ideas & Features with Business Goals

By capturing features, ideas, requirements, etc., we can ensure that we are working on the right things to meet the customer's expectations and goals

Address Security Early & Often

Develop well-defined security standards from the infrastructure on up to prevent workflow stoppages

Create Well-defined & Communicated Release Schedules

Align release cadences to application or business risk profiles and include them within application metadata in order to temper expectations

Empower Decisions with Data

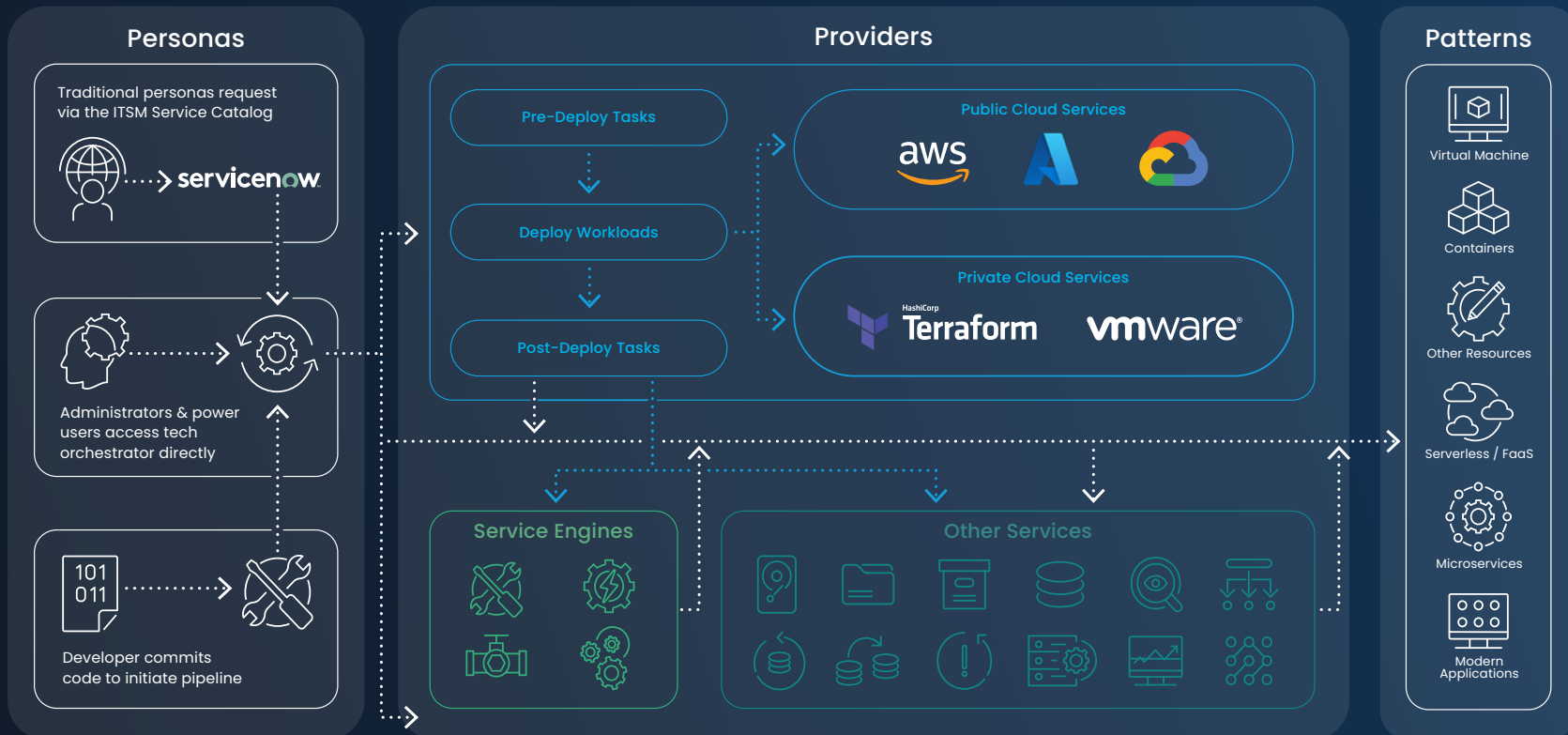
Use data from lower environments to understand the potential risk being introduced into production environments; data becomes information, information becomes knowledge, and knowledge becomes wisdom

P/D/C/A – Plan, Do, Check & Act

Establish process improvement as part of your plan/build/deploy workflow

What Does 'Good' Look Like?

Once the processes, dependencies, and opportunities for optimization have been defined and addressed within a process automation initiative, organizations can expect their ideal state to resemble something like this:



Key Takeaways

01 IDEATE ON SOLUTIONS EARLY

Don't wait – opportunities for improvement should be acted upon as they arise

02 DON'T BURY WHAT ISN'T WORKING

Avoid automating bad processes just because it's possible – taking a holistic approach will help ensure that the right changes are being made

03 IT'S A TEAM SPORT

When teams of individuals are working together toward a common goal, the results of process automation can pay dividends well beyond deployment

04 EMPOWERMENT IS KEY

People must be able to make decisions – decision by committee will almost always slow things down



2022 AHEAD SPRING summit

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National Hubs

ATLANTA

1117 Perimeter Center
W406
Atlanta, GA 30338

CHICAGO

401 Michigan Ave.
#3400
Chicago, IL 60611

SAN FRANCISCO

2000 Crow Canyon Place
Suite 250
San Ramon, CA 94583