accenture

High performance. Delivered.

SELECTIVE MULTI-SOURCING GIVES RISE TO SERVICE INTEGRATION AND MANAGEMENT (SIAM)

MULTI-SOURCING & SIAM IN THE AGE OF DIGITAL GOVERNMENT

85%

…of citizens expect the same or better digital <u>experience</u> from government as they receive from commercial organizations...
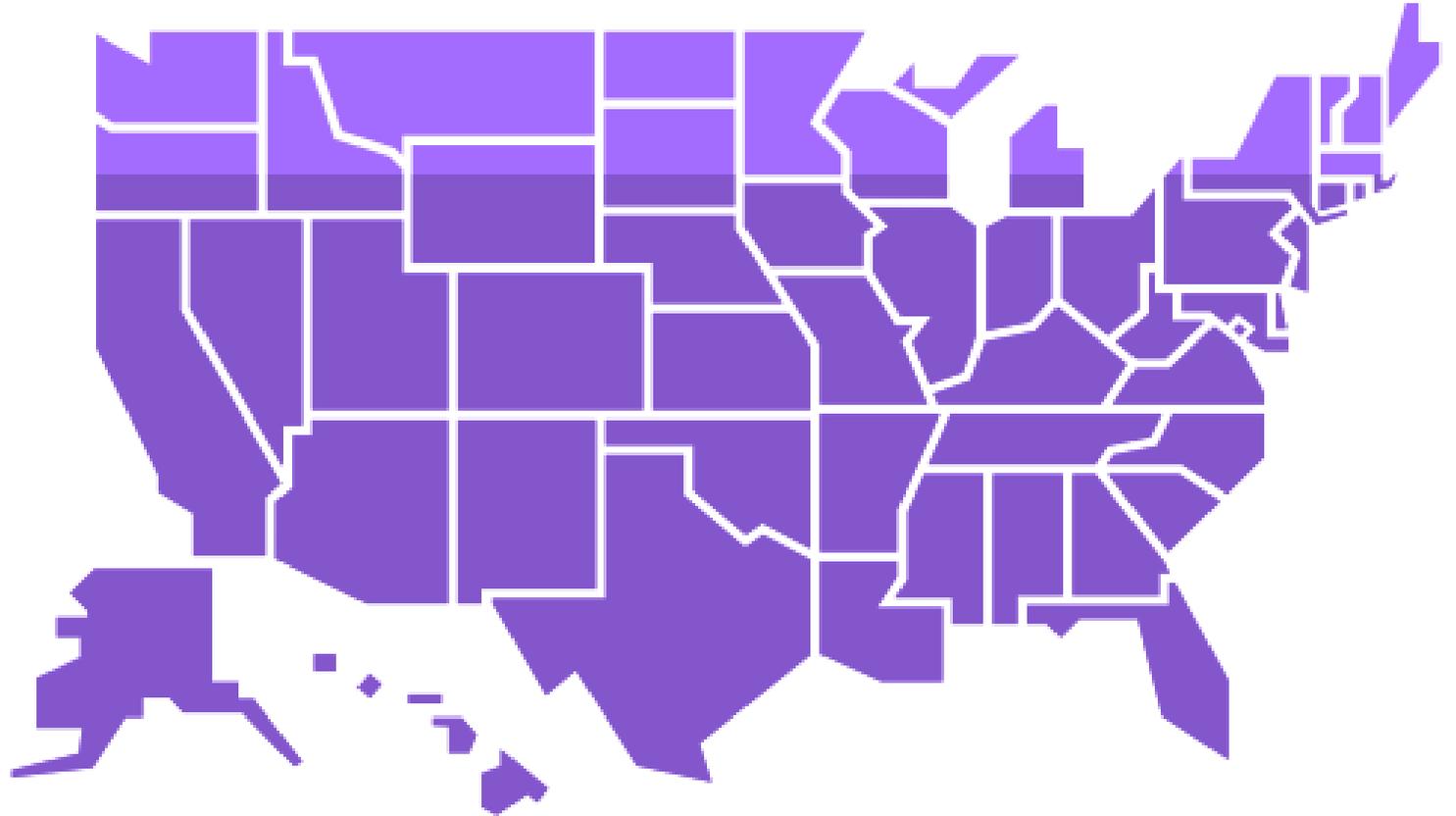
AS-A-SERVICE CAPABILITIES DISRUPTING TRADITIONAL MODELS

Processing demands shifting to platform driven processes

Software defined everything for just-in-time service
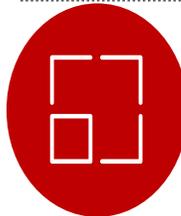
Scaling rapidly and elastically for agile and adaptive sourcing

Dedicating more time driving innovation and addressing business needs

Our business customer expectations stem from their **every day commercial digital experiences**… creating expectations of services to be provided by IT…but, budgets and **resources are tight**, and ability to adapt quickly is difficult.

GOOD IS NO LONGER GOOD ENOUGH

Government-as-a-Platform

Coming to a government near you…

CLOUD TECHNOLOGIES

Cloud technologies deliver IaaS, PaaS and SaaS offering ore agile means to deliver services that can flex with business demand.

SELF SERVICE

Customers expect to provision many services directly, receive real time responses, and have choices in service type and level.

DIGITAL CITIZENS

Proliferation of digital archetypes like Amazon, Uber and Paypal increase pressure on business leaders to deliver more digital citizen services.

PLATFORMS

Platforms, open source, and citizen development democratize and federate IT services across the enterprise.

ARTIFICAL INTELLIGENCE

Artificial Intelligence drives need for 24*7*365 insights, capabilities and services to workers, citizens and stakeholders.

MULTI-SOURCING WITH SIAM ENABLING AGILE, INNOVATIVE AND ADAPTIVE MODELS TO MEET NEW DEMANDS AND DRIVE INNOVATION.

NEW DIGITAL TECHNOLOGIES, MULTI-SOURCING AND THE RISE OF SIAM

Multi-sourcing for more agility, capability and adaptability provided both internally and externally

Service Integration and Management (SIAM) to manage multiple capabilities and suppliers to provide a single set of agile and cohesive services.

Examples for illustration purposes only
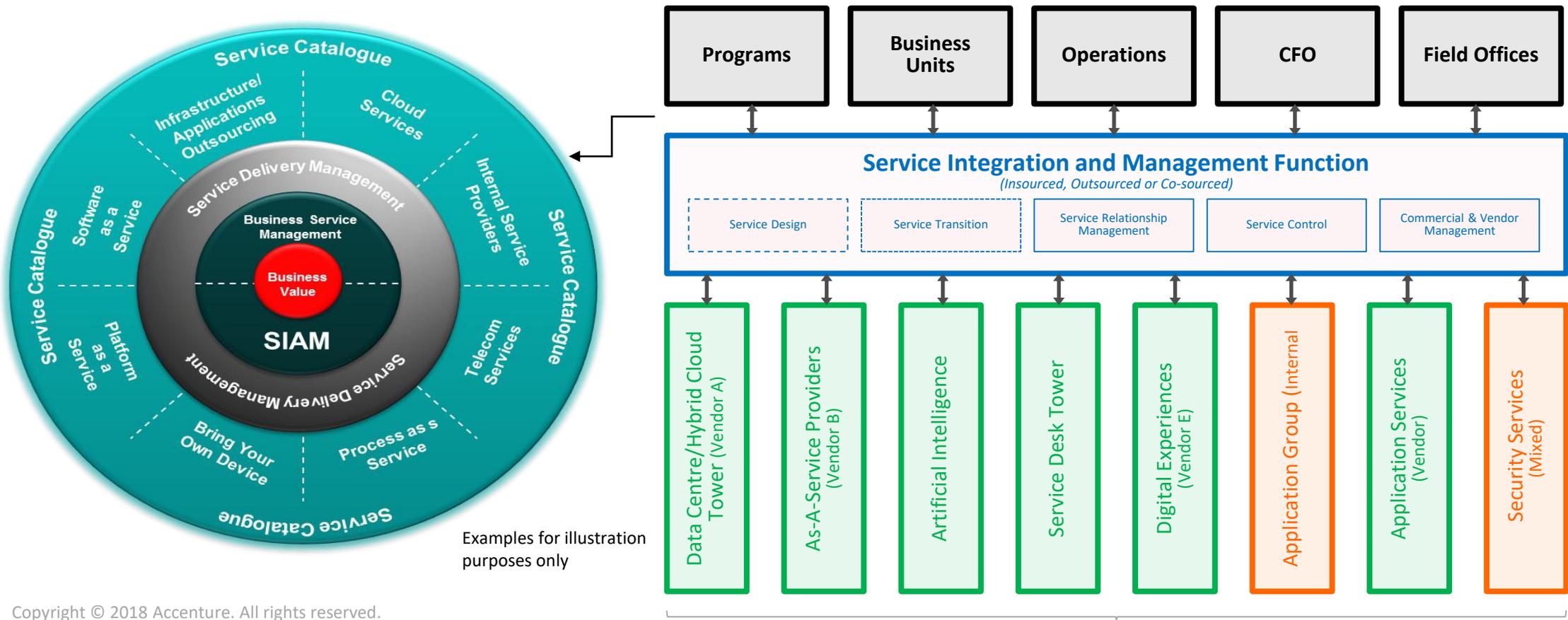
UNPACKING SERVICE COMPLEXITY
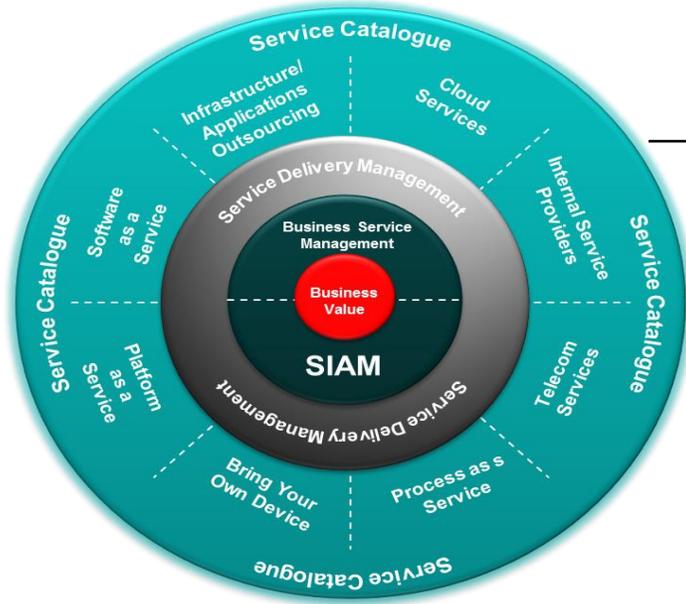
Service design to align with customer expectations and provide flexibility to address customer demand and different consumption requirements

- ✓ **DIFFERENT CUSTOMERS AND OTHER BENEFICIARIES**
- ✓ **DIFFERENT BUSINESS OBJECTIVES AND ACTIVITIES**
- ✓ **DIFFERENT PATTERNS OF BUSINESS DEMAND**
- ✓ **DIFFERENT KEY BUSINESS EVENTS**
- ✓ **DIFFERENT BUDGETS**
- ✓ **DIFFERENT CUSTOMER/USER OBLIGATIONS**
- ✓ **DIFFERENT REGULATORY OR LEGAL REQUIREMENTS**
- ✓ **DIFFERENT BUSINESS CONTINUITY EXPECTATIONS**
- ✓ **DIFFERENT INFORMATION SECURITY NEEDS**
- ✓ **DIFFERENT BUSINESS RISKS AND CONSTRAINTS**
- ✓ **DIFFERENT BUSINESS OPPORTUNITIES**
- ✓ **DIFFERENT MEASURES OF SUCCESS**

UNPACKING THE INTEGRATION LAYER
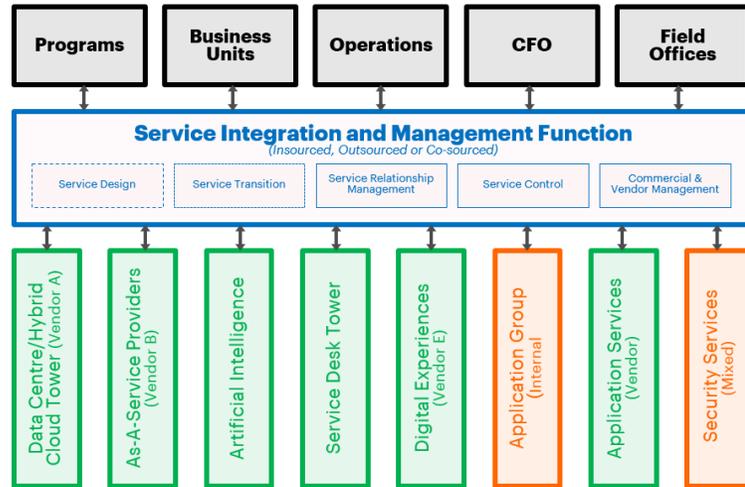
Service Integration and Management (SIAM) bus integrates services and platforms sourced from multiple capabilities and suppliers, including from Cloud, Digital and Traditional providers as well as internally provided on-premise and private cloud capabilities.
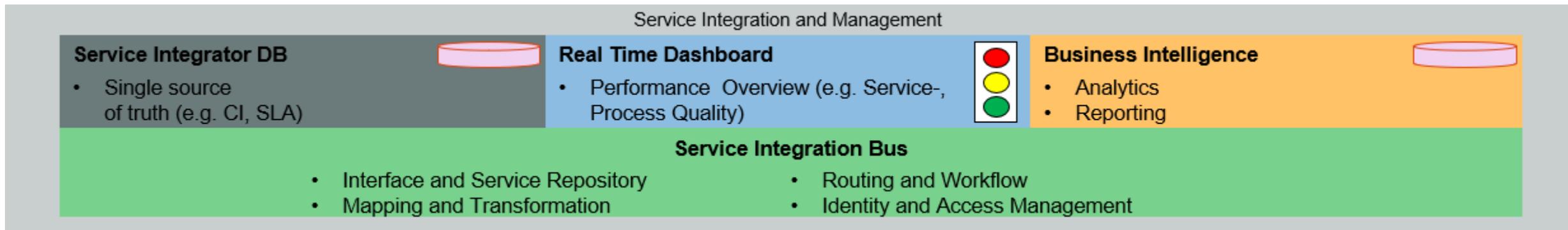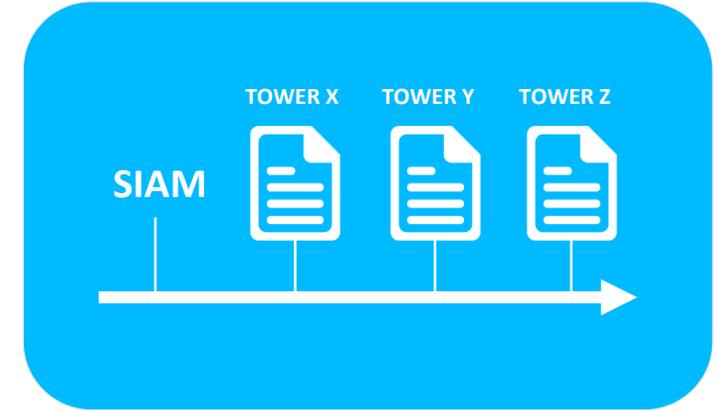
CREATING THE CONDITIONS FOR SIAM ~~FAILURE~~... *success*

SERVICES
- ☑ PEOPLE
- ☑ PROCESS
- ☑ TECHNOLOGY

Get the Service Definition Right
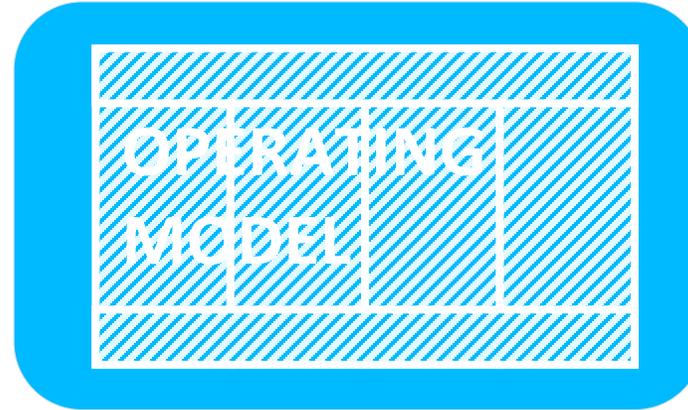
OPERATING MODEL

Address the Operating Model holistically

SIAM — TOWER X — TOWER Y — TOWER Z

Place SIAM as an early priority to establish the glue for all

SERVICE PERFORMANCE
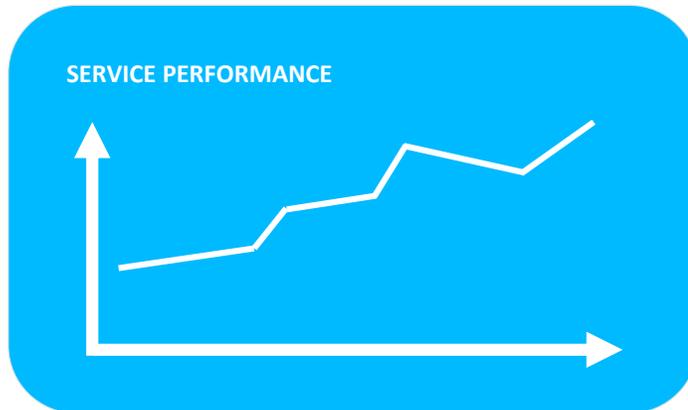
Focus on Business Performance

SHARED OUTCOMES (CO-SOURCE)
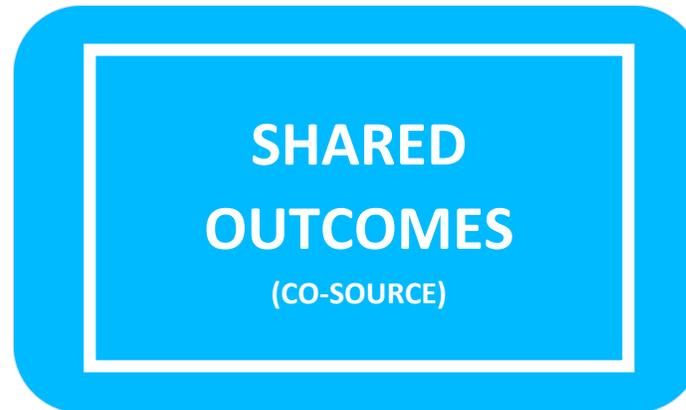
Establish Shared Outcomes with Providers
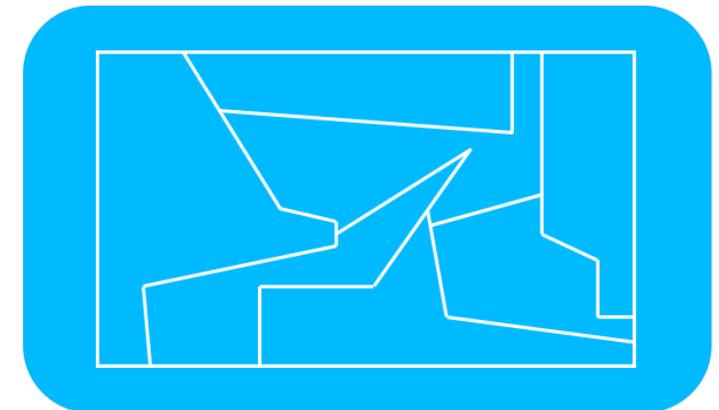
Ensure the pieces fit together and continuously improve

SIAM ADDRESSES THE CHALLENGES OF INTEGRATING MULTI-SOURCED SERVICES

Successful SIAM relies on 6 keys to be configured in a way that is fit-for-purpose to your organization, allowing you to orchestrate multiple services by multiple providers and capabilities.

THE 6 KEYS TO A SUCCESSFUL SIAM

SERVICE GOVERNANCE & INNOVATION

SERVICE DESIGN

SERVICE METRICS & MEASUREMENT

CUSTOMER ENGAGEMENT

SERVICE ORGANIZATION

SERVICE PLATFORMS

Providing direction, leadership and day-to-day decision making to deliver Business value & Innovation

Designing leading integration and management services to drive quality and consistency across the whole IT service continuum and catalog

The means to measure, monitor, review, report on and drive continual improvement, including Provider performance

Business involvement in the definition of IT Services and prioritization of tasks to support those Services

The segregation of activities and definition of responsibilities organized to deliver value and services

The use of technology to gather, store, manipulate, use and report Service information