



Six Protocols of IT Transformation: Managing the Transformation of IT Ecosystems with Value-Based IT

Patrick Lesandrini

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Delivering on the IT Promise by Unlocking the Buried Potential of IT Organizations. Learn how companies can change their IT strategy to drive better outcomes for IT initiatives and services that improve the client's condition while still managing the company's balance sheet. Successful IT transformation requires a culture where employees share a common language, provides clarity on what employees need to do, and base rewards on real outcomes. But before this transformation can happen, a company's leadership must see the world through the eyes of the company's workforce. Over the last decade, a myriad of new best practices for managing IT operations and projects has emerged. However, failures and costs continue to increase because these practices don't take into consideration the complete IT ecosystem and dependencies. Companies must avoid the temptation of approaching IT strategy as purely a financial problem to solve and the workforce as commodities that are expendable. In value-based IT, companies focus on outcomes instead of costs. Value-based IT is the art of balancing a profit mindset against the value proposition, including accepting less savings in exchange for increased customer satisfaction, higher predictability of outcomes, and improved employee engagement. This is accomplished by applying a discipline to identify business needs and architecting an IT organization that addresses all six critical success factors in concert. Creating an IT organization that works in harmony within IT and with clients requires focus on six separate but tightly integrated areas. When a company considers all the protocols in concert, teams are more committed to improving the client's condition, productivity is higher, costs are optimal, and the stage is set for industry-changing innovation that drives competitive advantage. The Six Protocols of IT Transformation provides the framework and common language for how IT organizations can reliably deliver outstanding benefits to both internal and external customers using a Value-Based IT strategy.

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