

IT departments are notoriously busy, and we keep asking our teams to do more. We struggle to fulfill customer demand and address one fire drill after another outside of a strategic plan. Our customers find new ways to go around us - which hinders our ability to manage both demand and deliverable quality. How much can we do? How much should we do? How can we more effectively manage the demand we have to better serve our IT customers - without burning out our teams?

IT feels the pressure of trying to deliver everything the customer needs, without the resources to effectively prioritize demand. We have no time to really understand customer needs and consequently, IT - business alignment suffers. Juggling operations, keeping the lights on and delivering on new customer requests means we are likely to drop the ball. Sometimes, day-to-day operations suffer. Other times, the customer gets exactly what they asked for – but it may not be what they need. It's time to change all of that.

Our Focus

Our focus is on meeting you where you are. We will help you identify, prioritize and effectively manage demand for your IT services. We'll help you establish the systems you need to understand current demand, assign resources based on business objectives and prioritize projects that deliver measurable business benefits. We'll identify critical next steps and search for root causes of inefficiencies. So, if on-time/on-budget project delivery is your challenge, perhaps there is a Service Desk issue where ticketing and request processes are bogging down project flow.



Our Approach

We work with you to understand *your* IT maturity level to create solutions that work for *you*. Then, we help you build upon your work intake processes, based upon your existing IT foundation. We will identify any gaps in the current model and build the necessary capabilities required to move forward. We are development structure and discipline and tool agnostic. We will leverage your current investments to plug any gaps and create an effective demand management roadmap. We take a commonsense approach to doing the right thing at the right time and help you get better at doing so. It's an approach that enables continuous improvement and continuous delivery – all without burning out your team.

What You Can Expect

- ▶ IT maturity assessment focused on demand management, project management, portfolio management and business engagement
- ▶ Current projects accounting
- ▶ Determination of how many projects you can effectively manage, given your resources
- ▶ Best practices and project capacity management techniques that consider Agile, Scrum and Kanban
- ▶ Understanding the “Business as Usual” work versus “Project Based Systems” work ratio
- ▶ Clearly defined roadmap identifying the desired state of supply/demand management
- ▶ IT Catalog, Service Desk, Project Management, and Portfolio Management
- ▶ Understand how to leverage capacity management techniques
- ▶ Specific action plans to address current gaps in areas such as labor tracking, resource capacity throughput, supply side pain points
- ▶ Identify and understand complicating factors for demand management, such as resourcing and organizational bottlenecks or architectural complexity

About Paragon Solutions Group:

Paragon Solutions Group helps IT teams more effectively interact with the rest of the business to enable growth and agility. Our progressive approach to IT maturity and our focus on measurable outcomes provides IT organizations with the perspective, methodology and tools to build a strong foundation that serves and is valued by all of IT's stakeholders