

Everyone can use a little help now and then – particularly in times of transition. Someone has left, and you have a staffing gap. Someone new has been promoted and has not yet mastered the necessary skills to function at their peak, possibly causing disruptions in your processes or team. How do you keep everyone focused on agreed upon priorities or initiatives during times of staffing transition or rapid change? How can you retain high IT and business stakeholder satisfaction, even when your IT Operations Management (ITOM) team can't perform at its peak?

Our Focus

ITOM Jumpstart helps you prioritize the most important things – people, projects, process – and effectively communicate that focus, while setting realistic expectations. It can be an extra resource to overcome a staffing gap, or an objective set of eyes to provide focusing perspective on your goals and best practice adherence. Perhaps you've recently stepped in to lead an ITOM organization and it is carrying the IT debt of the past several decades. It's often hard to know how and where to start the improvement process. That is when Jumpstart can make a difference.



Our Approach

The Jumpstart process takes a practical approach to improving IT Operations Management by working closely with operations leadership and acting as a catalyst or "Change Accelerant" to provide focus on and prioritization of activities that drive beneficial change in the shortest time. This process is particularly helpful for new IT Operations leaders and can improve your team's communications with all its stakeholders.

With the support of IT Operations leadership, Paragon will engage with internal customers, peers and IT teams to understand your pain points. The data gathered from these meetings and interviews is used to build a program framework of activities to address issues that are preventing IT Operations from being effective.

What You Can Expect

Demonstrable results within 12 weeks are the normal outcome. Results rely heavily upon improved communication and transparency with both internal ITOM and external stakeholders. Why? When you ask the right the people the right questions and set realistic expectations about what you can deliver and when, there are no surprises.

- ▶ Better alignment with the consumers of IT Operations services through increased transparency
- ▶ A focus on important ITOM initiatives
- ▶ Improved morale for engineering teams, driven by increased clarity
- ▶ Improved expectation setting with stakeholders – focus on what is attainable and beneficial

Jumpstart improves focus, transparency and communication. That translates to better business predictability. It's the same principal discovered by the London Bus Authority. Busses were rarely on time, and nobody could count on when they would arrive. Rider satisfaction was low. When they began posting actual arrival times, even though service levels didn't change, rider satisfaction levels went up. Jumpstart helps you lead by example, establishing more frequent, transparent and productive lines of communication. The result - higher satisfaction and morale.

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.