






# From Silos to Efficient Services & Precise IT Delivery

## OUR ASSIGNMENT

The IT department of our client was traditionally divided into servers, networks, and applications. IT services had become increasingly complex, leading to a situation where hardly any department could independently provide an IT service. The existing "silos" had to collaborate more closely, often resulting in conflicts. Additionally, the business units demanded changes more frequently and at a faster pace (time to market).

To address this, cross-functional IT services with clear responsibilities, teams, and budgets were defined. The new organization was entirely focused on delivery outcomes (Service Value). Thanks to the new service owners, the now self-responsible teams were able to respond to requirements more quickly and accurately.

Approach and Tools	Value Realization	aietes Expertise
<div></div> <ul style="list-style-type: none"><li>Establishing IT Service Management according to ITIL</li><li>Organizing teams based on DevOps and Kanban principles</li><li>Customer-facing service portal implemented with ServiceNow</li><li>Internal IT staff service portal set up with Confluence</li><li>Process support using ServiceNow and JIRA</li></ul>	<div></div> <ul style="list-style-type: none"><li>Simpler Structure Through IT Service Reorganization</li><li>Restructuring IT management based on the newly created IT services</li><li>Changes or new services could be implemented significantly faster and more precisely</li><li>Cost allocation and pricing were greatly simplified</li></ul>	<div></div> <ul style="list-style-type: none"><li>Methodological Support for Designing and Implementing the New Organization</li><li>Revising existing service management to ensure consistent process organization</li><li>Supporting the identification and definition of services, including their operational introduction</li><li>Facilitating cultural change towards product and service ownership</li></ul>

## YOUR AIETES EXPERTS



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