



Assess



Architect



Establish



Educate



Manage

# Architect

## Paradigm Architect

For an organisation to successfully manage its IT service, it needs to ensure that it has effective processes and procedures in place.

It is equally important that these methods are backed by the right set of tools and a stable business environment if service is to run smoothly and efficiently.

A thorough assessment of existing operations will discover any weaknesses in these areas; typically highlighting a number of processes and procedures that either need enhancing, redesigning or backing up with the right toolset, as well as any cultural, management or wider business issues.

## What does it achieve?

Paradigm Architect designs the processes and procedures required by an organisation to run a successful and cost-effective IT service.

It creates working methods that integrate with the rest of the business, helping both IT and the wider business achieve their overall goals.

The service includes an element of Business Process Re-engineering, taking into account all the factors that touch on a particular process. If a process is involved at any point with another department, their working methods and requirements are also factored in and reviewed as part of the overall strategy; ensuring that IT becomes an integral part of the end-to-end business processes. It doesn't simply provide a process flow diagram, but a review and design of the overall process and all its associated people, tools and working methods.

In addition, Paradigm Architect can include the design or review of Service Level Agreements, Operating Level Agreements and Service Catalogues; all of which help organisations to manage their IT provision and customers' expectations, whilst also providing the basis for service reporting.

## Key Benefits

- Creates processes that enable IT to run efficiently and cost-effectively whilst remaining agile.
- Provides working methods that integrate IT into the wider business, rather than it working in isolation.
- Designs processes that will help organisations to manage and report on their IT service by defining the Critical Success Factors (CSFs) and Key Performance Indicators (KPIs) associated with IT.
- Produces processes that will improve customer satisfaction levels.
- Constructs processes that will manage customers' expectations through Service Level Management.
- Addresses problem areas within IT.
- Comes with Service Management *and* Operational Management experience, ensuring that processes and procedures are practical and will actually be used.
- Helps maximise Return On Investment (ROI).

## How does it work?

Paradigm Architect's services are carried out in 3 stages. These are carried out both on- and off-site and are designed to cause minimal disruption.

### Assess

Paradigm Architect always involves some level of assessment – whether this has previously been carried out as a Paradigm Assess service, or is carried out as the first phase of Paradigm Architect (see *Paradigm Assess data sheet for more on the assessment process*).

### Report

A report is compiled at the end of the assessment process and includes findings along with prioritised recommendations and actions; information that doubles as a benchmark for organisations to measure their progress against.

### Process Design

Using the findings from the report, the consultant works with the client to design the processes - ensuring that the necessary people can contribute to the design phase and are not simply presented with a set of completed processes and told to use them.

## Why Paradigm?

Paradigm's processes and procedures are in line with best practice guidelines as one would expect, but importantly they also adopt a common-sense approach that is realistic and will actually work for the entire organisation and its employees.

To achieve this the Company needs to be able to draw upon practical experience. Paradigm's lead consultants come armed with a high level of business and senior Operational Management experience. This proves invaluable, helping its consultants design truly effective processes; ensuring that working practices are scalable, practical, well-received and robust.

Process flows so often look good on paper, but fail in reality; adopting approaches that simply enforce rules. Paradigm firmly believes in creating a stable environment, but one which remains agile in the ever-changing world of IT.

### Key Features

- Can work with assessments carried out previously, either by Paradigm, internally or a third party.
- Designs an individual process, or a complete set of processes.
- Designs SLAs and OLAs (Service Level and Operating Level Agreements) for maximum efficiency.
- Can create a Service Catalogue outlining services offered and the levels of service customers should expect (providing the basis for all service reporting).
- Architects processes that are scalable, practical and robust.