PYXIS
BUILDING YOUR DECODER RING

Business Portfolio

What do you have?

Current Mesh (by org)
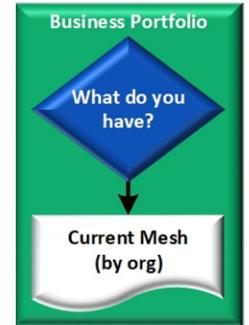
Resources
- ✓ What skills and capabilities are present? What is lacking?
- ✓ How can our suppliers be leveraged or are additional suppliers needed?
- ✓ Is the budget sufficient for current and future expenses? Is the ROI appropriate and in line with organizational strategy?
- ✓ What technologies are currently deployed? What is the refresh strategy?
- ✓ What are the current time constraints? Is time accurately aligned with organizational strategy? What is the lifespan of the current services?
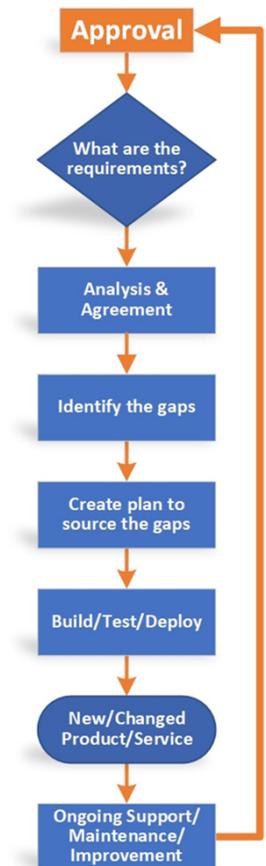- ✓ Is the necessary knowledge available and accurate?

Environment
- ✓ What tools are available? What is the purpose of that tool? What functions does it perform?
- ✓ What processes are in place? Their purpose? Their maturity?
- ✓ What is already being measured? What reports are already being delivered? Are the measurements and reports "fit for purpose" and relevant?
- ✓ How can our partners be leveraged or are additional partners needed?
- ✓ Is there any country- or locality-specific regulations that could have impact on the product or service?
- ✓ What is the impact of the new/changed service to the organizational culture? How will that impact be managed? Are there training/communication considerations?
- ✓ What competition is in the market space? How do we differentiate?
- ✓ What are current and proposed services? What is their future? What changes are proposed?

Emerging Technologies
- ✓ What are the general characteristics or features of this technology?
- ✓ How might this technology have potential use/benefit to organization?

Management Practices
- ✓ What is the objective of the practice?
- ✓ What is the potential benefit to the organization? To the customer? To the stakeholder?

Approval

What are the requirements?

Analysis & Agreement

Identify the gaps

Create plan to source the gaps

Build/Test/Deploy

New/Changed Product/Service

Ongoing Support/ Maintenance/ Improvement

Selecting Management Practices based on Requirements

Management Practice	Use when…	Benefits
Agile	Rapid business benefit is necessary	Faster delivery
	Rapid change in the delivered product/service	Improved stakeholder engagement
	When an organization wants to test an idea and get feedback	Predictable costs and schedule
	When requirements are well understood	Focus on value
DevOps	Solutions where business value needs to be obtained quickly	Shorter development cycles
	Solutions that are expected to incur rapid change after they go live	Shorter release cycles
	When there is a desire to eliminate defects and errors typically associated with software deployment	Reduction in failure
	When there is a desire to reduce labor involved with developing and deploying services and products	Reduced deployment failures
SIAM	Organizations looking to effectively manage and optimize their many suppliers for better service delivery	Single point of integration
	Organizations that need to go-to-market quickly or have short timeframes for the delivery of services	Supplier integration
	Organizations experiencing issues with their supplier governance efforts	Decreases time to market
	Organizations wishing to get access to modern technologies and business solutions	Speed of response to requirements
Lean	There is a desire to lower operating costs and increase consumer satisfaction	Reduction in unplanned labor caused by delays, less re-work and defects
	A desire to continuously improve services or the production of products	Lower operating costs
	A desire to adhere to service targets and consumer expectations	Quality products and services which increases consumer satisfaction
Shift Left	Make improvements faster/earlier in the development cycle of the services and products they deliver	Reduced support costs
	Methods to lower development, deployment and operating costs	Fixing errors earlier (which is less costly)
	Methods to improve collaboration between development, testing and operation teams	Improved collaboration between developers, testers and operations staff
CX/UX	Organizations looking to differentiate from their competitors	Better consumer retention
	Need to keep developers closely aligned with consumer needs	Creation of advocates loyal to the product or service (brand)
	A strategy for capturing market share and retaining consumers	Increased market share
	A need to improve products and services	Reduced consumer complaints
Continuous Delivery	Maximize benefits from Agile, Lean, DevOps or Shift Left practices with effective test and deployment strategy	Supports Shift Left and deployment activities
	Desire to minimize risks associated with testing	Faster development-to-release lifecycle times
	Minimize traditional delays associated with testing	Support independent development teams

Further examples can be found in:
VeriSM™: A Service Management Approach for the Digital Age (2017)
ISBN: 978-94-018-0240-6

Additional practical guidance will be available in Q3, 2018 (or before) in *VeriSM™: Unwrapped and Applied*.