

# IT SERVICE-ORIENTED DELIVERY MODEL

## RCI'S APPROACH TO A SERVICES DELIVERY MODEL

PRESENTED BY



**RCI Technologies, Inc.**

IT Solutions Provider

# IT DELIVERY MODEL OVERVIEW

Over time, the approach to IT Service Delivery has ranged from in-house to fully outsourced and everything in between. While no single model fits every organization, there are two fundamental purposes which every IT organization must fulfill regardless of delivery approach: (1) to efficiently provide technical infrastructure and support to ensure each business function can operate effectively, and (2) to identify where IT can be used to drive and enhance the organizational strategy.

A service-oriented delivery model operates from a user-centric viewpoint and necessitates the role of a Service Owner to act as a liaison between business users and IT. Together with the IT, the Service Owner develops a service strategy and value proposition, creates an IT Service Catalog, and develops and deploys the service (along with supporting governance procedures) to the business.

The Service-Oriented IT Service Delivery Model is explored in the following pages.

# SERVICE-ORIENTED IT DELIVERY MODEL DEFINED

*A service-oriented model is a catalog and framework of services that can surface technical capabilities to the business in a user-centric way.*

A Service-Oriented IT Delivery Model provides the following value:

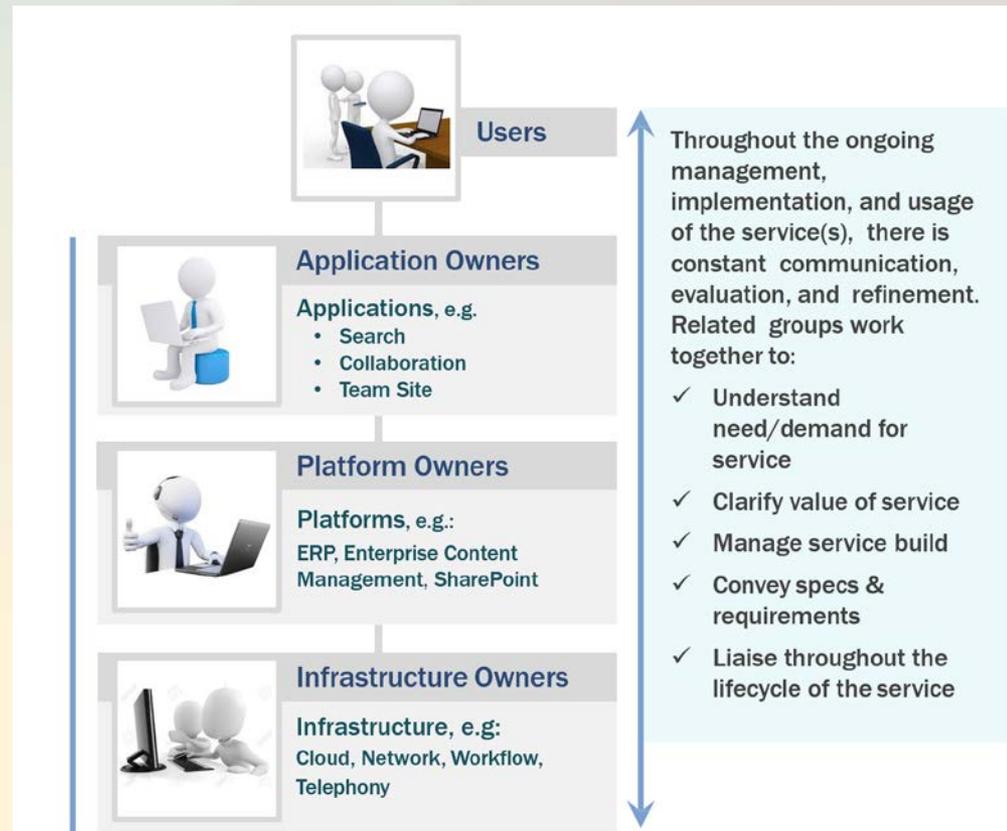
- ✓ Establishes ownership and accountability for each service
- ✓ States what services are available and provides an avenue for addition/removal of services
- ✓ Ensures service-specific expertise and application of Best Practices
- ✓ Defines an organizational construct that connects Service Owners to:
  - Other Service Owners
  - Business Consumers
  - Underlying and evolving technologies: infrastructure, capabilities, and applications
- ✓ Drives technology prioritization
- ✓ Enables quantification of the value of technology services to the business

# SERVICE-ORIENTED MODEL CONCEPT

The value of the Service-oriented approach is that it can be applied to all IT and supporting components, and drives the same expectations and responsibilities for all owners (application, platform, and infrastructure) from strategy through planning, build, and ultimately run/ongoing operations.

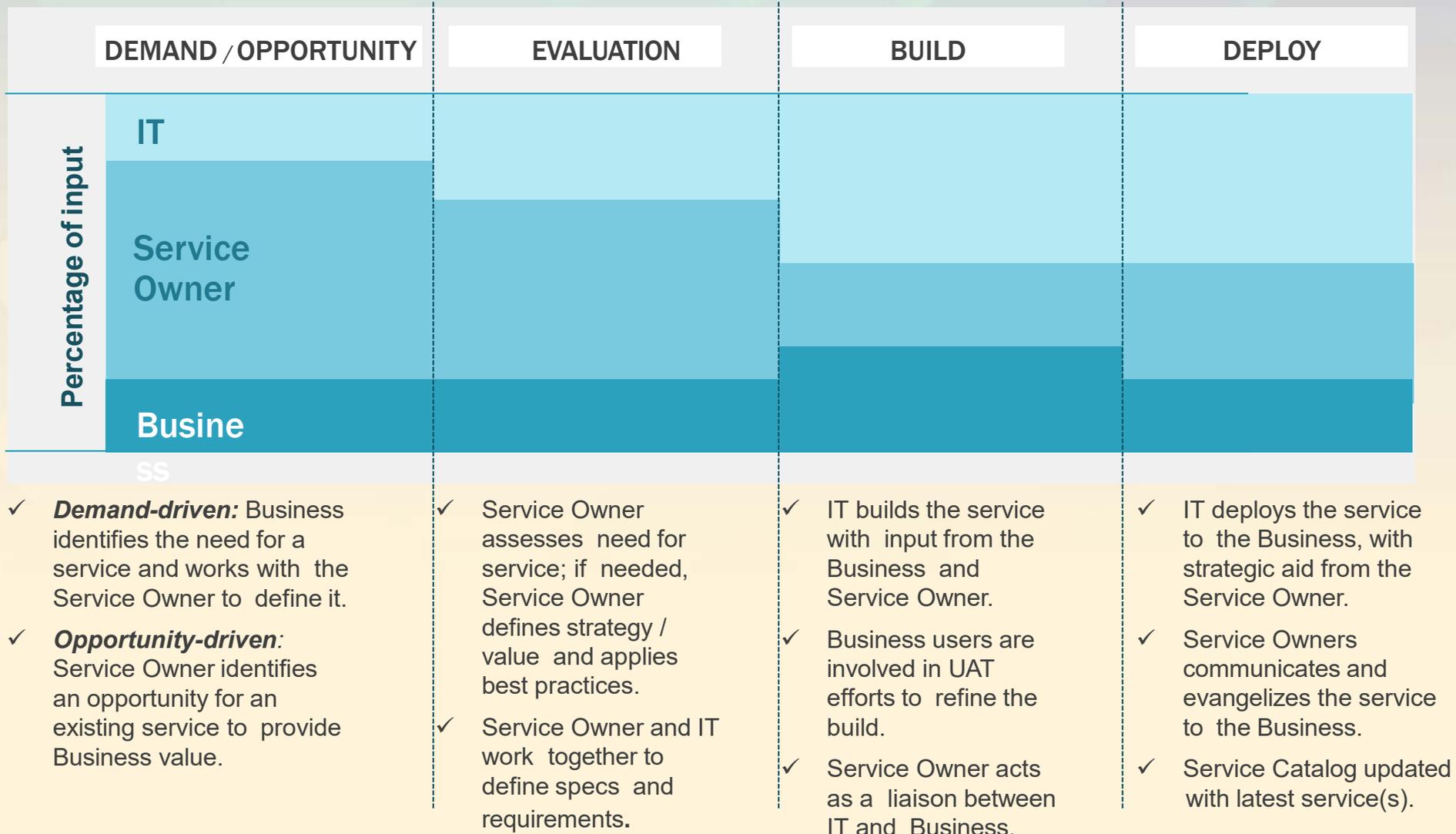
## *These responsibilities include:*

- ✓ Understand demand for the service
- ✓ Define the service and set the service strategy
- ✓ Understand and apply best practices
- ✓ Create the value proposition
- ✓ Evangelize and sell the service
- ✓ Understand the relationship of the service to other services and integrate accordingly
- ✓ Refine the service based on feedback



# SERVICE-ORIENTED DELIVERY LIFECYCLE

The below chart illustrates the level of input required from key stakeholder groups throughout the service development lifecycle. Key tasks for each phase are listed below.



# RCI's EXPERIENCE WITH THE IT DELIVERY MODEL

- ✓ **Environment** is built on elements of our Clients principles, practices, vision and values, RCI maintains and develops the social process that manifests itself as delivery of service and gives value to our clients. Once a well performing service delivery system and a realistic service concept have been established RCI works in tandem with the Client leadership to sustain and progress the IT Delivery Model.
- ✓ **Employee Engagement** even the best designed processes and systems will only be effective if carried out by people with higher engagement. RCI has a true partnering relationship with our Clients and we strive to be part of the process that delivers as a team.
- ✓ **Quality of Service** includes strategies, processes and performance management systems. RCI assists the client fulfil their mission and supporting them in the pursuit of their organizational purpose, and is the foundation of any service provider partnership.
- ✓ **Client Experience** which includes elements of client intelligence, functional management and continuous improvements. RCI is constantly evaluating how both Client and end-user perceive service delivery, success is based on the client being a part of the creation and delivery of the service.

# HOW RCI CAN PARTNER WITH YOUR IT DELIVERY MODEL

## **INDUSTRY EXPERTISE**

*Our field experience enables us to identify and focus on candidates with specific industry and domain knowledge*

## **PROVEN CREDENTIAL'S**

*Significant history of demonstrable projects with successful outcomes*

## **SaaS DELIVERY**

*RCI has a broad range of partnerships and experiences with many of the leading SaaS platforms and providers*

## **INVESTED PARTNER**

*As an invested partner, our concentration on performing to our Clients needs contributes to our long-term success.*

*RCI maintains superior, long-term relationships with our clients, resulting in a repeat business rate of over 92%*

# PARTIAL CLIENT ROSTER

*RCI focuses on building long-term, repeat client relationships with Fortune 500 accounts and State and Local Government's in the markets that we serve*



## RCI'S TEAM OF PROFESSIONALS CAN HELP YOU:

- Reduce the number of applications and systems
- Automate manual tasks for more efficient use of resources
- Introduce new services, technology and solutions for improved scalability
- Integrate distinct systems for cross-system information sharing and improved operational efficiency, such as via Service Oriented Architecture (SOA)
- Identify a starting point, end point and logical process for Universal Systems Integration across the enterprise.





CONNECT WITH RCI

**GERELD BOFFA**  
**EXECUTIVE VICE PRESIDENT**  
**O: 732.382.3000 M: 908.217.1826**  
**[gereld@rci-technologies.com](mailto:gereld@rci-technologies.com)**

