



Digital Transformation Management

**A Proactive, Collaborative and Balanced Approach for
Managing, Securing and Improving the Online Services
that Drive a Digital Enterprise**

By

David Nichols & Rick Lemieux

September 2018

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

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itSM Solutions LLC
31 South Talbert Blvd #295
Lexington, NC 27292
Phone (336) 499-7016
Fax (336) (336) 499-1172
Web <http://www.itSMSolutions.com>

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Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

Three things are certain in today's business world: first, **digital services** are now at the center of all businesses; second, business is a moving target and third businesses are under attack from those trying to steal the critical information companies rely on for daily business operations and revenue generation.

The demand for a proactive, collaborative and balanced approach for managing, securing and improving digital assets and services across stakeholders, supply chains, functions, markets, and geographies has never been greater.

Digital services are fundamental to corporate success, and digital service decisions, like all other business decisions, must consider both the value and risk the service will contribute to the customer experience. In-light of this, a solid, sound business case for digital investments requires mature business, and risk judgment. Unfortunately, there are no shortcuts to developing maturity or to developing judgment – both take time and experience. There is only one way to gain traction in these circumstances and that is to apply the collective experience of all stakeholders in the pursuit and execution of a single customer experience strategy. In this case the integrated whole is much greater than the sum of the individual parts.

To support this new digital service business model, enterprises must adopt and adapt a best practice approach to **Digital Transformation Management (DTM)**. The DTM program must deliver a proactive, collaborative and balanced approach for adopting and adapting the incremental improvements necessary to manage & improve the cost, quality, compliance, security, risk and business continuity of a digital service portfolio.

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

Shaping the Future – Digital Transformation Management (DTM)

Before an enterprise can adopt and adapt a DTM program, it must demonstrate three main characteristics; an unambiguous understanding of their customer's need, repeatable processes to ensure consistency of execution, and the ability to innovate in a structured manner.

To achieve an unambiguous understanding of the customer's needs, enterprises must, in a structured repeatable manner, define and categorize the enterprise process, technology and capability requirements. The next step is to compare these requirements to the existing environment to understand what it will take to achieve and manage the required capability. The provider must do this in the context of governance based on enterprise goals and achievement measured against expected outcomes.

Repeatable processes are required to ensure consistency of execution. This is critical because day-to-day business processes rely so much on embedded technology that failure to execute consistently directly impacts the enterprise's ability to deliver its products or services.

Finally, the enterprise must develop a utility grade delivery platform and practice management model that is capable of supporting emerging utility-based architectures and applications such as Real Time Infrastructure (RTI), Service Oriented Architecture (SOA) and Software as a Service (SaaS). The delivery platform provides the portal through which the enterprise receives its business enabling technology. The enterprise brokers those services irrespective of their source, internal or external. Therefore, the enterprise can deliver utility grade, business-aligned services as needed, and manage technology investments and innovation in a structured manner.

Underpinning all of this is the need for a model that helps identify what services need to be sourced internally and what services can be sourced

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

externally. This model will provide the guidance the enterprise needs to classify the services and processes that are critical to quality service delivery and differentiation in the marketplace (See Figure 1). The internally sourced services are prime candidates for investment, as they are critical to the success of the business. The business may source other activities according to the capability of the enterprise using established sourcing policies and guidelines such as Carnegie-Mellon's eSCM capability model.

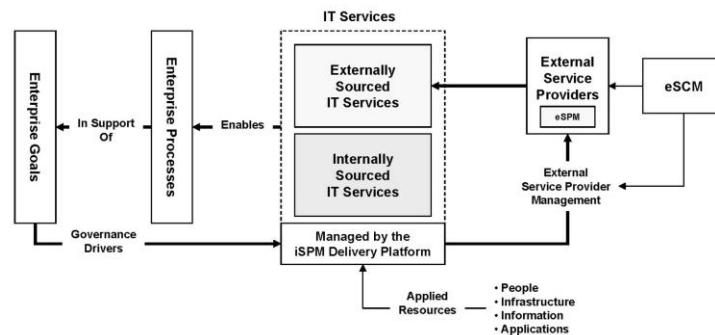


Figure 1

Frameworks, Methods & Standards

To support this new DTM model, enterprises need to transform the traditional Business – IT paradigm from one focused on technological value to one focused on value delivered to the customer. This service provider paradigm encompasses widely accepted best practice frameworks, methodologies and standards focused around managing the cost, quality, compliance, security, risk and business continuity of the organizations digital services portfolio.

Today, enterprises are presented with a wide variety of digital transformation best practice options (See Figure 2) each being promoted as

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

the “silver bullet” to enabling the secure agile enterprise. Over the years, frameworks such as ITIL®, RESILIA™ CobiT, PMI Body of Knowledge (PMBOK) and PRINCE 2, and most recently the NIST Cybersecurity Framework (NCSF) have been combined as a solution for organizations looking to operationalize DTM best practices across an enterprise and its supply chain

When examined carefully, one discovers that there is significant overlap between these frameworks, models and standards. So, while created from different viewpoints, they all address a similar set of enterprise business problems. The result is a mish-mash of framework’s, methods and standards designed to support the end game of a delivering a proactive, collaborative and balanced approach for managing, improving and securing an enterprise digital service portfolio.

itSM Solutions DTM Model

The itSM Solutions DTM model integrates six best practice areas in support of enabling a DTM program.

<u>DTM Capability</u>	<u>Framework, Method or Standard</u>
Digital Readiness Management	Digital Readiness Framework
Digital Service Management	ITIL® Framework
Digital Service Governance	Cobit Framework
Digital Risk Management	NIST CSF Framework
Digital Resiliency Management	RESILIA™ Framework
Digital Project Management	PMI Framework, Prince2 Method

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

Digital Readiness Framework provides guidance and trainings on what organizations need to do to operate within a digital business model in terms of **Operational Sustainability, Organizational Agility, Strategic Agility, and Disruptive Culture.**

ITIL's® Service Management framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of **cost, quality and continuity.**

COBIT Governance framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of **compliance with organizational risk controls.**

NIST Cyber Security Framework and the **RESILIA™ Cyber Resilience Framework** provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of **information security, risk management and business resiliency**

PMI's PMBOK and Prince 2 Project Management methodology provide guidance and trainings on how enterprises can improve the success of its digital service projects by using knowledge and techniques that tie project results to business outcomes.

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

itSM Solutions – DTM Training & Mentoring Program

Listed below is a five-phase approach to acquiring the best practice trainings -and skills to operationalize an enterprise DTM program.

Phase 1 – Training the DTM Executive Team

Organization Role	Objective	Training Programs
CEO, CFO, CIO, CISO CRO, CCO, PMO Director, SMO Director, Governance Director	To help the executive team understand the benefits associated with operationalizing a DTM program	DTM Executive Overview DTM Executive Simulations Digital Readiness Training

itSM's DTM executive training and simulation services are designed to help the executive team to:

- **Understand** the benefits of adopting an DTM program
- **Understand** the value of Digital Readiness
- **Secure** funding for the DTM program
- **Select** a leadership team to drive the DTM program

Phase 2 – Training the DTM Project Leadership Team

Organization Role	Objective	Training Programs
Practice Owners, Service Owners, Change Mgrs. Operation Mgrs. CSI Mgrs. Business Analysts	To help the leadership team acquire the knowledge and skills to develop an actionable DTM plan	DTM Assessment Training NCSF Assessment Training Digital Readiness Training Planning to Change Workshop Internet of Things Training ITIL® Training RESILIA Training Prince 2 Training NIST Cybersecurity Training DTM Simulations

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

itSM's DTM leadership training and simulation services are designed to help the leadership team acquire a systemic structure for thinking and planning and the skills to:

- **Become** thought leaders for the DTM program
- **Understand** the value of Digital Readiness
- **Perform the Assessment** to identify and document DTM GAPS
- **Organize and Condition** the enterprise for DTM

Phase 3 – Training the Enterprise for DTM

Organization Role	Objective	Training Program
All IT staff, senior leadership, stakeholders and supply chain partners	To help condition the enterprise for DTM change through a series of online awareness and simulation trainings	DTM Awareness DTM Simulations Digital Readiness Training

itSM's DTM enterprise training and simulation services enable the enterprise business stakeholders and supply chain partners to:

- **Understand** the DTM program and its value to the organization in terms of improving the quality, risk and security of an enterprise digital service portfolio
- **Understand** the value of Digital Readiness

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

Phase 4A – Training the Delivery and Operation Teams for DTM

Organization Role	Objective	Training Programs
1st Line Mgrs. Practice & Service Owners Architects & Strategists Operation & System, Analysts Business & Quality Analysts Program & Project Managers Operation & Change Mgrs. Service Level & CSI Mgrs. Tool Administrators	To provide the DTM practitioners the knowledge and skills to plan, design, implement, operate and improve a DTM program.	DTM Training NIST Cybersecurity Framework Training NIST Cybersecurity Employee Training NICE Cybersecurity Workforce Trainings Internet of Things Training ITIL Trainings RESILIA Trainings Prince 2 Trainings ISO 27001 Training Cobit Training DTM Simulation Trainings

itSM's DTM information technology training and simulation services will enable the IT organization to acquire the knowledge and skills to:

- **Plan, Design, Implement, Operate and Improve** a DTM program

Phase 4B – Training the Stakeholder & Supply Chain for DTM

Organization Role	Objective	Training Programs
Business Stakeholders Supply Chain Partners	To provide basic cyber awareness training to all business stakeholders and supply chain partners	DTM Simulation Training NIST Cybersecurity Employee Training Digital Readiness Training

itSM's DTM enterprise training and simulation services enable the enterprise business stakeholders and supply chain partners to:

- **Learn** the techniques cyber criminals are using to break into networks
- **Understand** the results of poor cyber practices
- **Understand** the value of Digital Readiness

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

Phase 5 – Institutionalizing Career Pathway Programs for DTM

Organization Role	Objective	Activities
HR Manager	To establish HR policies and procedures for training new employees and a career pathway for existing employees practicing DTM	Setup both eLearning and role-based Blended Learning DTM best practice training solutions for new and existing employees

itSM's HR DTM trainings help HR departments to:

- **Establish** policies and procedures for training new employees
- **Identify** career pathways for existing DTM practitioners.

Summary

Three things are certain: first, IT is now at the center of most businesses; second, business is a moving target, third organizations are under attack from those trying to steal the information companies rely on for daily business operations.

The itSM Solutions **Digital Transformation Management (DTM)** model provides a cost effective and manageable way for enterprises to adopt and adapt the incremental improvements that will enable a proactive, collaborative and balanced approach for managing and improving the quality, risk and security of an enterprise digital service portfolio.

Digital Transformation Management (DTM)

Operationalizing DTM Best Practices Across an Enterprise Supply Chain

About itSM Solutions LLC

Founded in 2002, itSM Solutions LLC is the creator of the Digital Service & Security Management (DSSM) model. DSSM is a proactive, collaborative and balanced approach for adopting and adapting the best practices necessary to manage & improve the cost, quality, compliance, security, risk and business continuity of an enterprise digital service portfolio. DSSM suite of training, mentoring and certification solutions enables organizations to adopt and adapt a systemic structure for thinking when planning and designing digital services plus the skills to operate as a service provider integrated into the business value chain.

About the Authors

David Nichols is the President and CEO of itSM Solutions LLC, an ITSM consulting and training company. He has over 25 years experience in Information Technology. As an early adopter of the IT Service Management processes as described in the IT Infrastructure Library (ITIL), he has utilized his hardware and software engineering background as a foundation for implementing sweeping changes in how IT Services are delivered at several fortune 100 companies in the US. Working closely with the executive management teams, David has helped the strategic goals of the IT organization with those of the company and develop a more effective IT Strategy. Strategies that are customer focused, process-oriented and cost/performance optimized, and help business and IT organization establish the value of IT Services. David holds ITSM Service Manager certification.

Rick Lemieux is a managing partner and the Vice President of Business Development. He is responsible for overseeing the company's Sales, Marketing & Business Development programs. Rick has been involved in selling IT solutions for the past 33 years. Prior to itSM, Rick, an early proponent of ITSM and ITIL, led the Sales and Business Development teams at software companies focused on automating the best practices guidance outlined in ITIL. Rick holds a Foundation Certificate in IT Service Management and was recently identified as one of the top 5 IT Entrepreneurs in the State of Rhode Island by the TECH 10 awards.