

MULTI-CLOUD OPERATING MODEL SERVICES

Integrate traditional IT and cloud-native service delivery

ESSENTIALS

Operational Benefits:

- Enhanced communication and collaboration with the business and application developers
- Quick access to services and APIs
- Increased efficiency and agility
- Improved service reliability and availability

Business Benefits:

- Faster, more frequent application releases
- Improved worker experience
- Reduced Shadow IT
- Reduced costs

Business Challenge

Technology is constantly changing. You need to support legacy environments as well as new technologies, converged and hyperconverged systems, software defined infrastructure, private clouds, public clouds and more.

With a growing business focus on agile development, you need to think beyond traditional IaaS service delivery. You need to support PaaS and CaaS platforms and services and automate Continuous Integration/Continuous Delivery pipelines. You also need to provide access to infrastructure and AppDev functions through APIs. On top of that, the workforce needs SaaS services like Microsoft Office 365 and Salesforce.

Underpinning all of this is the need for an improved worker experience. If you don't give end users the services they need, when they need them, they're going to go somewhere else.

To address these demands, you need to adopt new processes, new roles and new approaches to break down silos and relate to the business and to developers differently. What new roles and processes do you need? What's the impact to your current operating model? How can you ensure governance? Where do you start?

Dell Technologies Consulting Services can help you evolve to a fully integrated multi-cloud operating model that drives efficient operations and enables fast, easy consumption of both traditional IT and cloud-native services.

Services Description

Dell Technologies Multi-Cloud Operating Model Services are custom services that address all aspects of your IT operating model—people, process, technology and governance. From strategy through tactical execution, our expert consultants can help get you to where you need to be for effective and efficient service delivery.

Current State Assessment. The first step in any transformation is to understand where you are now. Our consultants work with you to gather a broad mix of technical and business information to evaluate your current operating model and identify and prioritize issues. This involves reviewing services being delivered, including IaaS and PaaS, as well as roles, processes and organizational alignment in relation to best practices. We also work with your stakeholders to gain consensus

and agree on priorities. Having this view of your current state gives you a true understanding of how everything is working and establishes a baseline to measure the changes and benefits achieved when moving forward.

Target State Definition. Using best practices, combined with your prioritized issues and strategic goals, our experts define the best fit target state to support your cloud strategy. This includes the roles and processes to support cloud and infrastructure operations, AppDev platform operations, service management and automation, giving you a clear vision of where you want to go and what you want to achieve in your target state.

Transformation Roadmap. We perform a gap analysis between your current and target state and prioritize areas of focus. From that we build an actionable roadmap identifying the activities and timelines to achieve your future state. We also provide a detailed execution plan that identifies the specific steps to deliver the roadmap activities. With this roadmap you will have a detailed plan with phases and milestones that addresses both short-term and long-term wins, identifies where benefits can be achieved and how to measure them.

Process Definition and Automation. We create policies, standard operation procedures and work instructions for executing identified processes. This include defining the process steps, creating RACI charts that assign roles and responsibilities to each process step, and identifying integration points and dependencies with other processes. We then implement the appropriate processes in your existing automation tool.

Roles and Skills Definition. For identified roles, we define the qualifications and skills needed for each. Then we map your current staff to those roles, identify gaps, and create individual training plans to ensure that your staff has the appropriate skills to fulfill their responsibilities.

Governance Model. Our consulting experts work with you to develop a governance framework that leverages architectural, financial, legal, security and project standards for designing, building and delivering IT services, ensuring that service delivery stays on track and services are business aligned.

Communications Plans. To keep your organization on point and on target, we provide two communications plans: one for executives and one for staff/stakeholders. The plans include a communications schedule, messaging, and detailed KPIs. This enables you to send clear, specific messages with measurable results, helping you to sustain executive support and maintain enthusiasm across staff/stakeholders.

Summary of Benefits

Regardless of where you are in your cloud journey, whether you want to focus on targeted roles and processes or on a full operating model transformation, Dell Technologies can help. Based on our experience and best practices, our services are designed to make your operating model evolution smooth and effective so that you can drive business outcomes sooner. This includes improved communication and collaboration with the business and with developers, increased efficiency and agility, improved service reliability and availability, and reduced costs. As a result, business users and developers will have quick access to services and APIs enabling faster and more frequent application releases, an improved end-user experience, and reduced Shadow IT. Win-win.



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