

BT Operational Efficiency in IT Quick Start First Steps

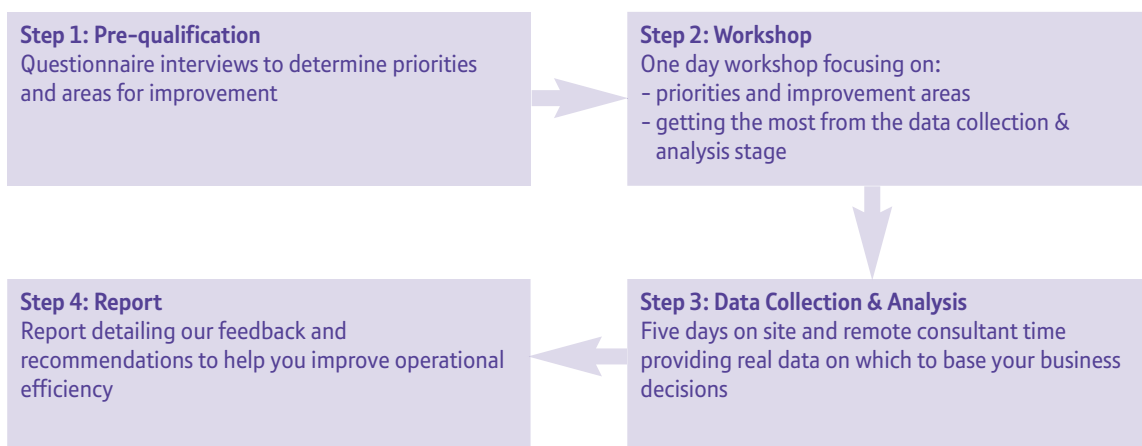


Operational efficiency is difficult to achieve when your business runs on disparate, disconnected IT and communication networks. Efficiency comes from being able to manage your infrastructure, your IT and communication services, and the user experience in one end-to-end environment. Your business expects more and more value from IT, even more so in the current economic climate. By running your IT operations more efficiently, you can re-invest the savings in the innovation your business needs.

Quick Start First Steps

BT Quick Start First Steps combine a unique set of tools, experience and knowledge that draw on the expertise of our consultants to give you an insight into the efficiency of your IT estate, processes and working practices. Our approach starts to identify and prioritise potential improvement areas and reviews the associated costs, helping reduce the business risks in delivering transformational change and setting best practice.

We help you get the most out of your existing assets and enable you to operate more efficiently by prioritising improvements that lower operating costs, reduce complexity and streamline operations. We will also help you begin to define and measure the business value of operational improvements and build a clear plan to ensure your network runs more efficiently and is ready to meet future demands, at a pace that suits you.



Service Description

Our Quick Start First Steps is a simple, step-by-step programme, designed to help you start defining and prioritising the change programmes that will enable you to improve the efficiency of your IT operations.

Step One: Pre-Qualification

We carry out questionnaire-based interviews with your key stakeholders, to map out where you are today, and where you want to be in the future in key IT operational areas.

Step Two: Workshop

We organise a structured workshop session based around the answers to the questionnaire. This is tailored to your organisation and looks at what you need to do to take advantage of opportunities to reduce costs, improve efficiency and enhance performance. By assessing these requirements against the background of your organisation's unique challenges, it then explores approaches that can be taken to improve your Operational Efficiency.

Step Three: Data Collection & Analysis

In this step we deploy automated tools to carry out data collection on your infrastructure, providing accurate, up to the minute information across your network, desktop and / or data centre estates. We analyse the results and build up recommendations to help you move forward.

Step Four: Report

You will receive a report of our feedback and recommendations covering the following areas (depending on options taken):

- Efficient use of assets within your IT estate
- Reducing the costs of maintaining your infrastructure
- Server virtualisation
- Network improvements
- Desktop improvements
- Storage improvements
- Project prioritisation, including quick wins
- Return on investment (ROI) estimates

How to use this output

The report will help you to identify and prioritise those areas of improvement that will give your organisation clear and measurable benefits. The ROI figures will also help you prepare your business case to support any changes.

Based on the outcome of the First Steps we can offer a more detailed assessment in the shape of the full Operational Efficiency Quick Start which will help you build on the initial findings and add further detail to the plan.

Our Responsibilities:

BT will carry out a defined set of activities to include:

- Initial Questionnaire with up to five IT stakeholders
- A one-day workshop which explores your issues and priorities, determines the best data collection option, and plans the next steps
- Data Collection & Analysis stage: BT will provide five days of on-site or remote consultant time to carry out the automated data collection and analysis. The scope of your estate which we can cover in this time will be agreed during the Workshop.
- Provide a detailed report providing the output from the data collection stage and our analysis and recommendations

BT will also provide a proposal with full details of the service offerings on request.

Sign up now

To order the OEIT Quick Start First Steps please sign below.

PRINT NAME _____

ORGANISATION _____

SIGN _____

DATE _____

Terms and Conditions

For a full set of terms and conditions please refer to your existing master services agreement with BT or contact quick.start@bt.com for a copy.

The contract service description is shown below, but should be read in conjunction with the full terms and conditions.

Contract Service Description

The OE IT First Steps is a fixed cost engagement designed to provide firm recommendations based on real data collected from the IT estate. It is structured as:

Operational Efficiency Assessment

OE IT Questionnaire

BT will provide an Initial OE IT Questionnaire in Microsoft Excel format, which will be sent to up to five Workshop participants in order to make an initial overview assessment. The Questionnaire should take approximately one hour to complete.

OE IT Workshop

BT will conduct an OE IT Workshop, scheduled to last one full day (9.30 a.m. to 4.30 p.m.) at the client site. The Workshop will follow a structured format to explore the output from the Questionnaires and complete an Operational Efficiency in IT scorecard.

The Data Collection phase will also be planned at the Workshop, including:

- An overview of the data collection service and available options
- Achievable scope, duration and extent of the exercise
- Dates, times and locations for the work

Data Collection

BT will deploy automated tools to carry out a Data Collection exercise on the client's estate. This exercise will be limited to five days effort from a BT Technical Consultant, to be delivered by a combination of on-site and remote working. The scope of the Data Collection will be defined during the Workshop, and may include collection of data from network, desktop and / or data centre devices.

Your Responsibilities:

In order to ensure the engagement goes smoothly, you will need to:

- Identify up to four participants for the Questionnaire and Workshop
- Nominate a technical lead to co-ordinate any technical aspects
- Provide access to Systems Admin, Network Admin & Security personnel as required

Cost of the Quick Start First Steps

The cost of the Quick Start First Steps is £10,000.



Prior to the commencement of Data Collection, a Pre-Installation Questionnaire (PIQ) must be completed in order to enable BT to correctly configure our appliances.

Analysis

Following Data Collection, BT will review and analyse the results of both the Data Collection and the Assessment phase, and create a report in MS PowerPoint format containing recommendations to improve efficiency.

Report & Presentation

BT will present the report & recommendations for improvement programmes to the project sponsor. Recommendations will depend upon the type of data collection carried out.

Client responsibilities

The Client should use its reasonable endeavours to identify up to five representatives to work with BT during the Assessment phase. The representatives should have operational or financial responsibilities within the IT function, and should be prepared to spend one hour completing the OE IT Questionnaire, and one day attending the Workshop.

During the Data Collection Phase, the Client should nominate a technical lead to co-ordinate any technical aspects relating to the Data Collection.

Access should be provided to Systems Admin, Network Admin and Security personnel as required. The PIQ must be completed before Data Collection can begin.

Caveats and Exclusions

Data Collection will be limited in scope to that achievable with a single appliance for this fixed cost engagement. Network transparency to all in-scope IP Address ranges should be available from the place of deployment of the appliance within the customer network, a lack of visibility will result in the affected IP Address ranges becoming outside of scope.

Data Collection is subject to technical compatibility of the estate with the BT appliances. A full compatibility matrix is available on request.

Any change to the defined scope of Data Collection following the planning phase will result in additional effort by the technical consultant and may be subject to an additional charge.

Depending on size, complexity and extent of the Client's IT estate, it is unlikely that the full scope of the estate can be covered during the First Steps engagement. Additional time can be scheduled at additional cost if required.