Continuous Value Office:
Enabling IT-as-a-Service
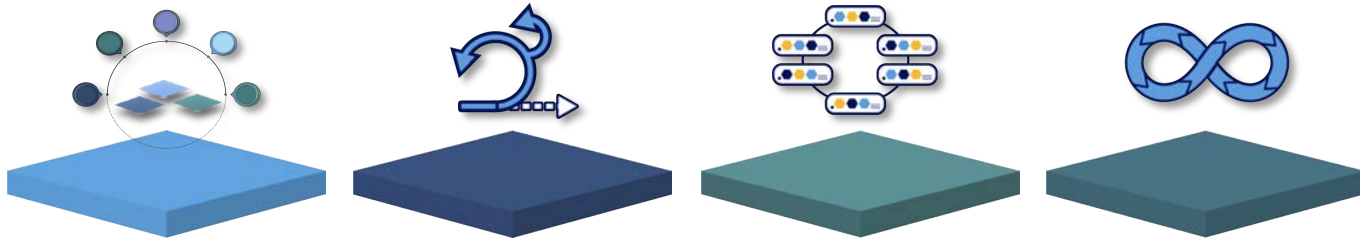
Macro Solutions at a Glance
Certifications and Past Performance

- 20 Years of Government Service
- Woman-Owned
- DC-based, National Focus
- CMMI ML3 for DEV & SVC
- ISO 9001, 20000, 27001
- Top Secret Facility Clearance
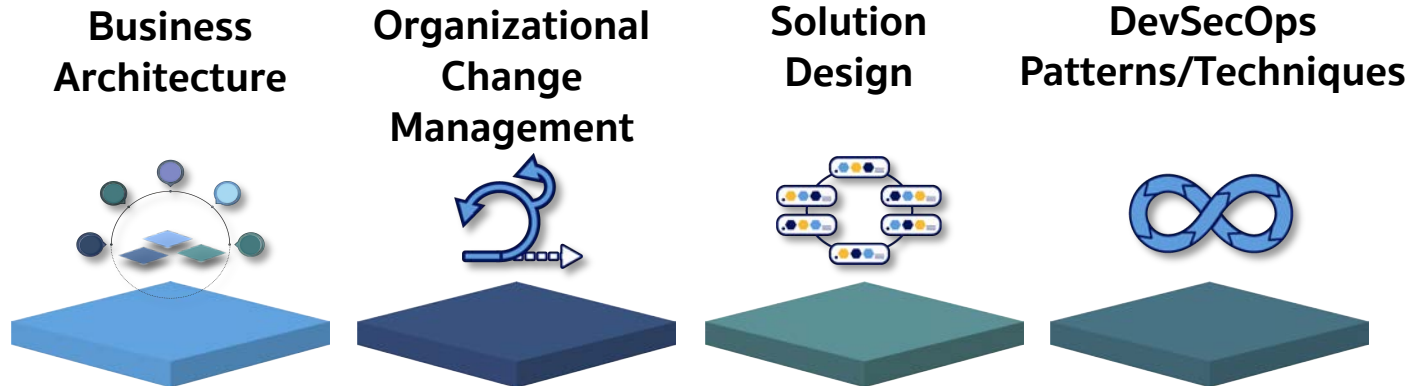- Washington Post Top Places to Work 2018, 2019, 2020

- GSA IT-70 (47QTCA18D00A7) Certified Small
- GSA PSS (GS-23F-008AA) Certified Small
- GSA Cloud SIN (518210C formerly 132-40)
- Army ITES-3S (W52P1J-18-D-A051) Certified Small
- Navy Seaport NxG (N0017819D8144) Certified Small
- FDIC ITAS II (CORHQ-13-G-0106)

NAICS – 518210, 541511, 541512, 541513, 541519

MacroSolutions
Management and IT Consulting | Agile Enterprise Solutions | Strategy
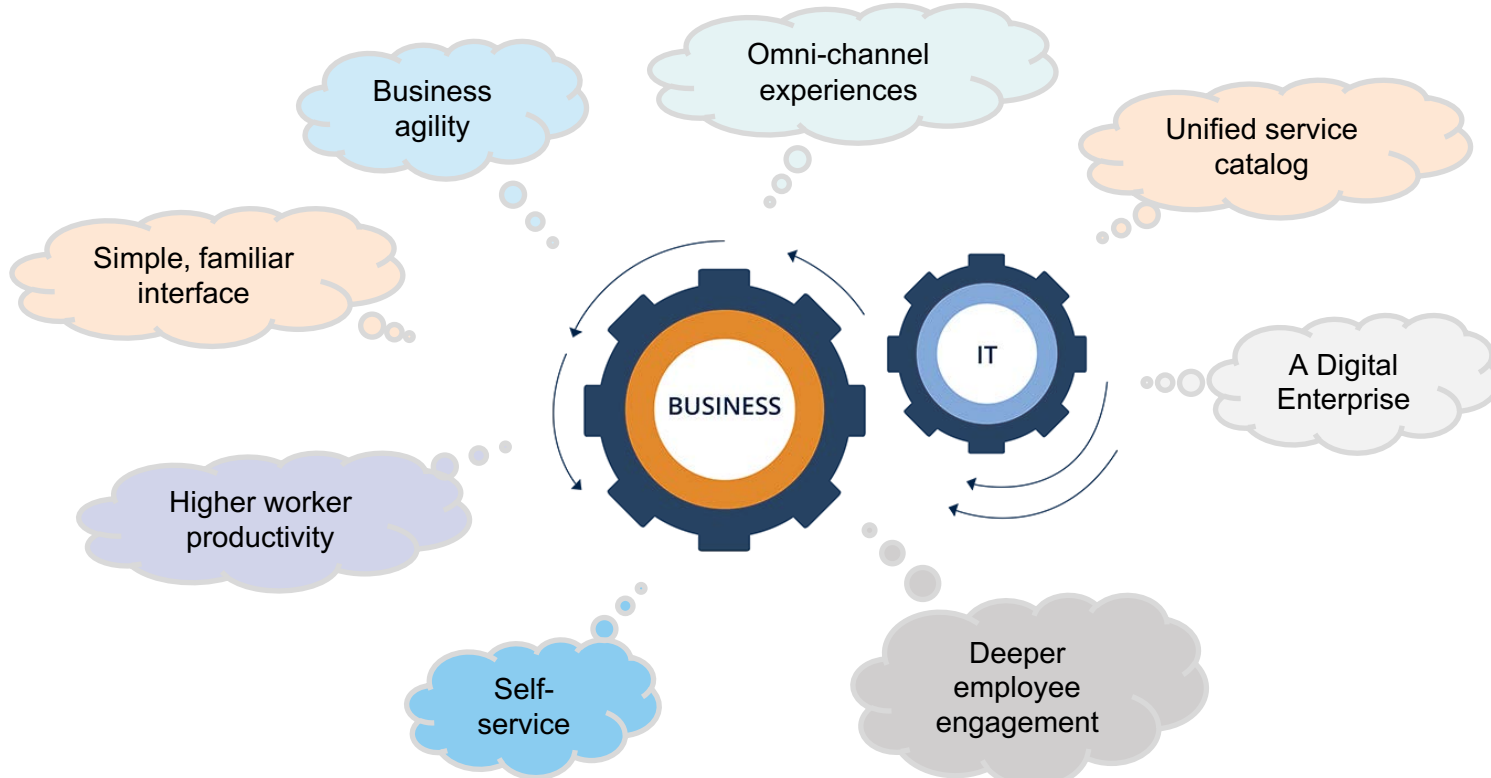
MacroSolutions

Agenda

- Review some of the conditions that drive the demand for **change** to Federal IT delivery.
- Discover the Structure of a CVO: The **Services-driven IT Operating Model**
- Make you aware of a few platforms that host and facilitate a CVO Model: **ServiceNow, BMC Helix**
- Learn about a CVO success story: *Elements of a CVO in practice*
- Review some common elements of any CVO where Macro Solutions has deep knowledge and expertise:

| Business Architecture | Organizational Change Management | Solution Design | DevSecOps Patterns/Techniques |

Intellectual Property of Macro Solutions

Delivering <u>Value</u> to the Business in a Timely way is a Challenge

Omni-channel experiences

Business agility

Unified service catalog

Simple, familiar interface

BUSINESS

IT

A Digital Enterprise

Higher worker productivity

Self-service

Deeper employee engagement

Intellectual Property of Macro Solutions

4

Organizational Change Management is Complicated
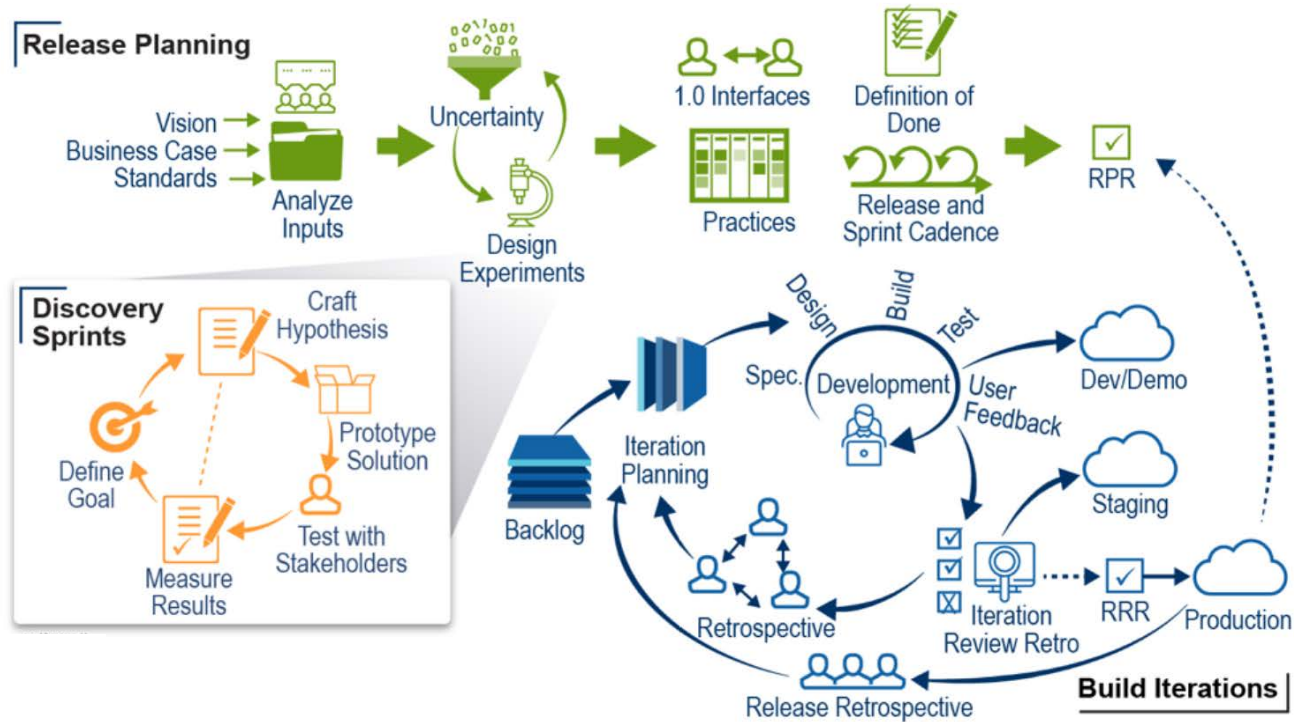
Solution Design can be a Wall of Confusion
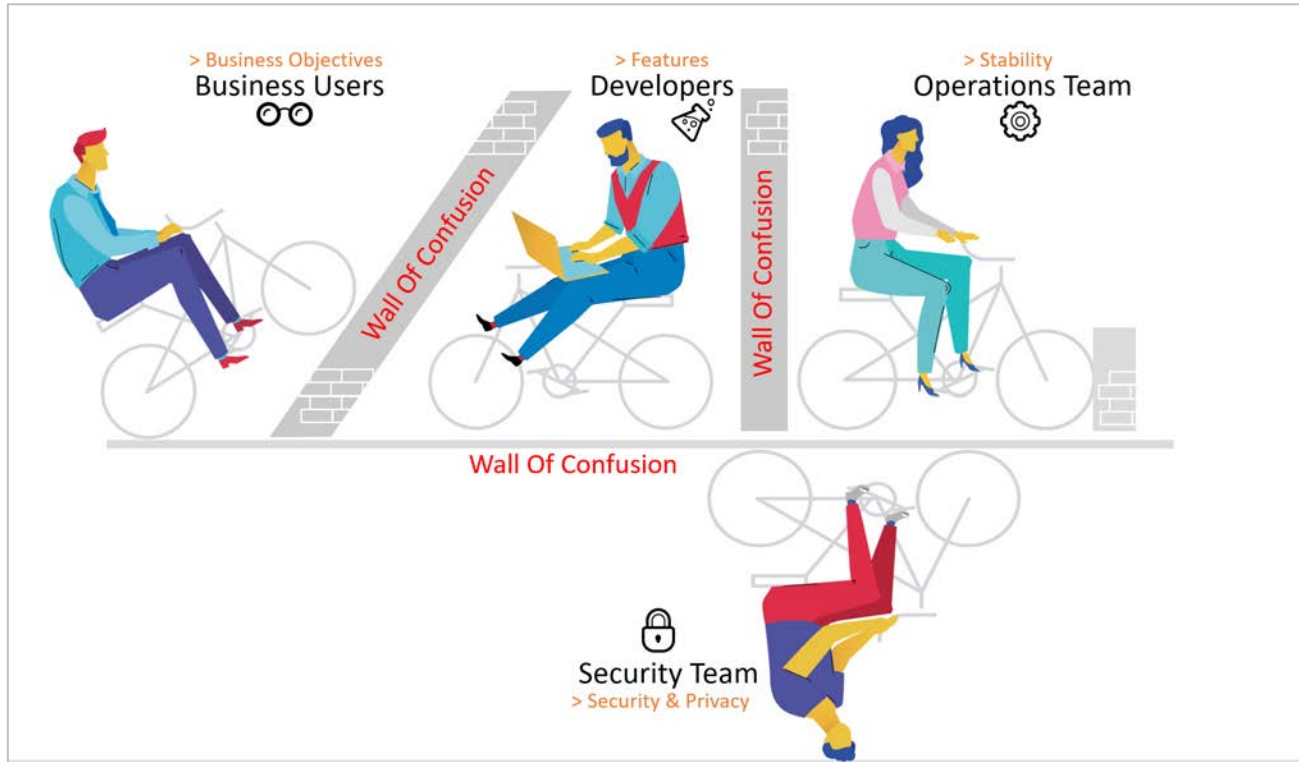
DevOps Toolchain Possibilities are Seemingly Endless...

The CVO Model
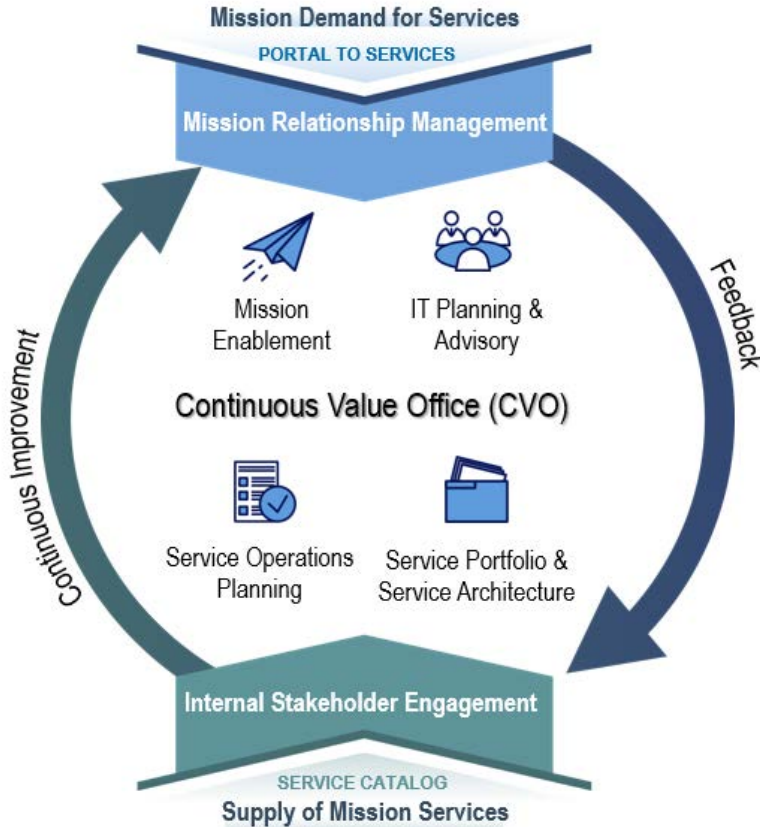
Mission Enablement - Using Business Architecture to Define Demand.

Components in support of Mission Enablement

- **IT Planning & Advisory**
- **Service Operations Planning**
- **Service Portfolio & Service Architecture**

Integrations, Size, Scale and Diversity of the Components will flex to the needs of the organization.

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Business Architecture Defined

Macro Solutions' Definition of Business Architecture:

"Blueprints, mappings, models, and techniques used by an organization to catalyze end-to-end value delivery to its customers."

The "Building Blocks"

Value Streams

- Description - "End-To-End Perspective"
- Value Proposition - "So What"
- Value Items – "Tangible or Intangible"
- Triggering Stakeholder(s) – "Customers"
- Participating Stakeholders(s)

Business Capabilities

- Defines "What" work the organization does; not about "How"
- Reference models such as ITIL v4 Management Practices
- Enables Value Streams
- Identify redundancies, gaps, and pain points and supports heatmapping

Organization Map

- Represents the IT service organization, business units, and all stakeholders
- Helps to understanding redundancies and overlaps
- Foundational building block -- analyzing roles, skills, resources

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Intro to the CVO Model
Business Architecture Enables Mission Outcomes

Mission Demand for Services
PORTAL TO SERVICES

Mission Relationship Management

Mission Enablement

IT Planning & Advisory

Continuous Value Office (CVO)

Service Operations Planning

Service Portfolio & Service Architecture

Continuous Improvement

Feedback

Internal Stakeholder Engagement
SERVICE CATALOG
Supply of Mission Services

Value Streams

Example: Manage Services Demand

Shape Demand

Handle Intake Requests

Initiate Services Lifecycle

Business Capabilities (ITILv4)

Business Architecture Enables Mission Outcomes:

- Mission Relationship Managers (MRM) trigger and participate in Value Streams (e.g. Manage Services Demand)
- Business Capabilities map to Value Stream Stages, describe the work and enable value
- Business Capabilities are performed by the CVO

CVO

MRM

"Get closer than ever to your customers. So close that you tell them what they need well before they realize it themselves." ~ Steve Jobs

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Market Availability of Tools/Application of a Holistic CVO Model

Case Study
DevSecOps Services for Application Modernization

- Customer:
  - Federal Agency
  - 6000 Employees
  - Comparatively "forward-leaning" in terms approach to Application Modernization
- Engagement:
  - Build and Maintain DevSecOps Toolchain Services
  - Provide Access to Toolchain Services
  - Advocate DevSecOps Principles and Practices
  - Promote Services
  - Coach and Support Teams to drive adoption of automation and orchestration
- Impact:
  - 200+ Applications in CI/CD
 - 50k+ Automated build and deployments per year

Case Study
DevSecOps Services for Application Modernization

- Lesson Learned - Principles and Practices:
  - Evidence-based continuous improvement – metrics, tools, processes
  - Emphasis on Lean flow in the SDLC to help determine proper metrics to generate evidence
  - Automation for tools and technology and emphasis on reuse and scalability
  - Culture for people and emphasis on transparency and trust.
  - Managing business outcomes prioritized over business processes
  - Common Hurdles
  - Culture conflict between contract language and agile
  - Culture conflict between Lean/Agile approaches for DevOps and traditional Project Management
  - Test Automation skills in industry and investment appetite

CVO Services from Macro Solutions

What to expect from each, and the CVO as a whole
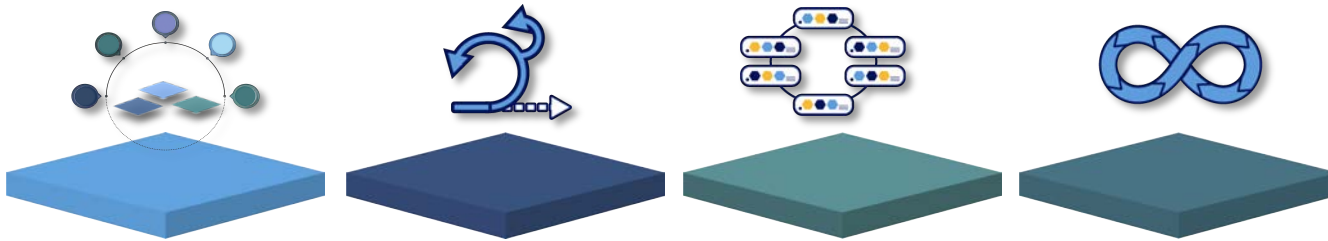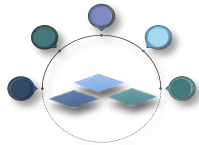
Business Architecture

Help customers get in front of their demand for IT and business services by aligning value streams to standards-based business practices and capabilities.
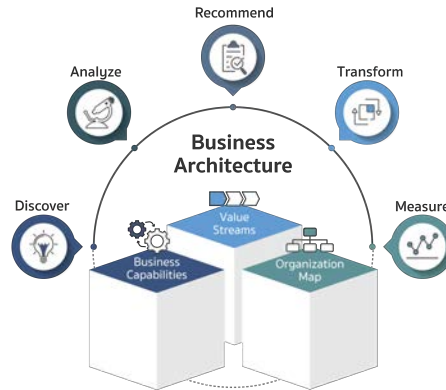
Business capabilities and value streams

Business Architecture
The Building Blocks to Achieve Optimal Customer Outcomes

Macro Solutions' unique approach to Business Architecture is proven to catalyze any organization (private or public sector) into a value-producing and customer-centered success story.

Inspired by ITIL, IT4IT and BIZBOK, Macro's Business Architecture Playbook covers the phases from Discover through Measure and is tailorable to meet customer needs.

- **CUSTOMER**
Start the approach that you need to know your customer.

- **MISSION**
Transparency, Value-Focus and Stakeholder Engagement are the underpinning of Macros' Business Architecture approach.

- **VALUE STREAMS**
Articulate the capabilities and related process flows that drive value for your customers and the business.

- **BUSINESS CAPABILITIES**
These are the fully realized real services the business can and should deliver.

- **ORGANIZATIONAL ROADMAPS**
Connect the organizational dots to enable the business capabilities to drive the most business value.

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Macro Solutions' Business Architecture Playbook

(2) Analyze

- ➢ Connect the Blocks
- ➢ Analyze Models and Mappings
- ➢ Identify Gaps and Problems
- ➢ Create Heatmaps

(4) Transform

- ➢ Perform based on new or updated Business Architecture
- ➢ Determine Transformation Office
- ➢ Execute Roadmap

(3) Recommend

(1) Discover

- ➢ Identify BA Blocks
- ➢ Obtain Documents (Strategy, Mission, Organization Map)
- ➢ Conduct Interviews

- ➢ Future State BA
- ➢ Updated Business Capabilities
- ➢ Roadmap with Initiatives

(5) Measure

- ➢ Identify performance and outcome metrics
- ➢ Continuously Monitor
- ➢ Adjust by revisiting BA Plays as needed

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Organizational Change Management

Coach organizations to better manage Agile teams to ensure effective, sustained organizational change and evolution.

Agile: Scrum, Kanban, SAFe
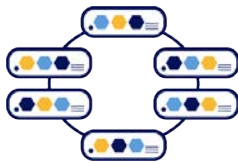
Solution Design

Design standardized, secure, API-driven architectures from scalable services portfolios.

Data Services, Cloud Services, Microservices

DevSecOps

Establish standard practices for agile, secure integrated application development pipelines in support of application modernization.

Designing a "Factory" model, CI/CD

The Continuous Value Office

Mission Demand for Services

PORTAL TO SERVICE CATALOG

Mission Relationship Management (MRM)

Feedback

Mission Enablement

IT Planning & Advisory

Continuous Value Office (CVO)

Continuous Improvement

Service Operations Planning

Service Portfolio Architecture

Internal Stakeholder Engagement

SERVICE CATALOG

Supply of Mission Services

Business Architecture

Helping our customers get in front of their demand for IT and business services by aligning value streams to standards-based IT business practices and capabilities.
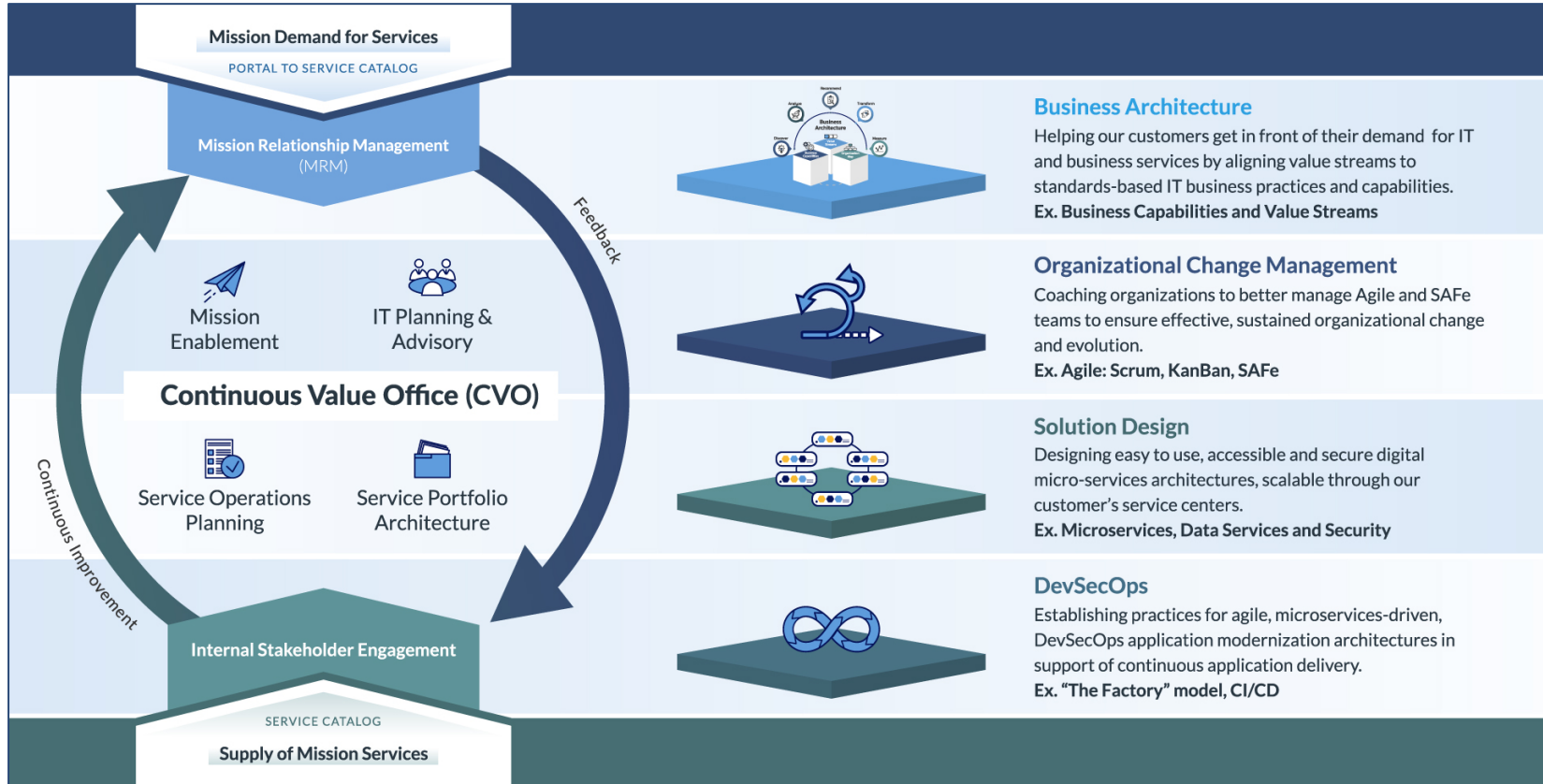**Ex. Business Capabilities and Value Streams**

Organizational Change Management

Coaching organizations to better manage Agile and SAFe teams to ensure effective, sustained organizational change and evolution.
Ex. Agile: Scrum, KanBan, SAFe

Solution Design

Designing easy to use, accessible and secure digital micro-services architectures, scalable through our customer's service centers.
Ex. Microservices, Data Services and Security

DevSecOps

Establishing practices for agile, microservices-driven, DevSecOps application modernization architectures in support of continuous application delivery.
Ex. "The Factory" model, CI/CD

THANK YOU

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Macro Solutions Blog
https://macrosolutions.com/insight/#blog

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