



Whitepaper

CxO Aspire

Business Aligned IT with
Business Value Dashboard

Author:

Nilesh Chandane
(CIS CFS Technology Office)

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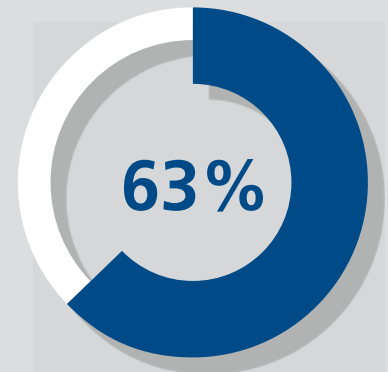
Abstract

Digital transformation is constantly driving the CXO community across the globe to invest heavily in business intelligence reporting and data analytics software to visualize IT data in real-time. Furthermore, the emerging technologies i.e Artificial intelligence, Big Data Analytics, Internet of Things (IoT) etc. are significantly contributing towards the development of next-generation, state-of-the-art dashboards and providing better data insights. These interactive dashboards are always valuable for CXOs as they illuminate an insight and can be accessed real-time from anywhere, anytime and using any device.

We have observed that CXOs are in agreement that these dashboards demonstrate a holistic view of IT performance and provides visibility into IT services health; however, they fail to exhibit the “Business Point of View”. As a result, this ultimately affects their strategic business decisions and their struggle to communicate IT’s value to business persists. Moreover, the economic downturn due to the outbreak of global pandemic also reveals that business leaders will be reluctant to invest more in IT if they do not see the business value being delivered.

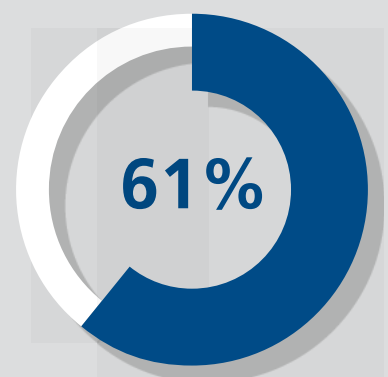
CXOs have also been constantly debating with IT leadership on how they should communicate and deliver value in business terms. The most effective approach to address this argument is with design and development of “Business Value Dashboard”. This whitepaper predominantly focuses on the concept of Business Value Dashboard, which will enable the IT leadership to efficiently demonstrate IT’s value in business terms. It also empowers the CXO community to realize business-aligned IT operations and make better and faster business decisions

Gartner



CIO’s struggle to communicate.
IT’s value to Business

flexera



Difficulty reporting on
spend by business service

Key Challenges for CIO's

Business Value of IT

IT dashboards have successfully contributed as a key weapon for IT teams, an effective mechanism to demonstrate IT operation's performance, services health, etc. though they still lack the business sense. Also, the executive IT operations dashboard, which shows average system downtime, availability etc. is barely being understood by business teams. The fundamental cause is the absence of effective communication of value delivered in business terms, which essentially means that how IT contributes to business service and/or customer experience improvement is not being aptly communicated. The failure to convey IT's value effectively also leads to lot of ambiguity around how IT affects business goals and ultimately improve IT and business performance for business- aligned IT. It has now become evident for CIO's to communicate the IT's value in ways that is understood, needed, and appreciated by the business.

Below mentioned are some of the key challenges faced by CIO's which are targeted for actions, apparently if the IT operations dashboards could facilitate with visibility and insights to address them.



A Gartner study reveals that approximately 92% of enterprises have partial or no integration between IT metrics and business value. With limited visibility of IT, business teams are making decisions that could eventually result in application and service degradation, inefficient operations and poor customer experience.

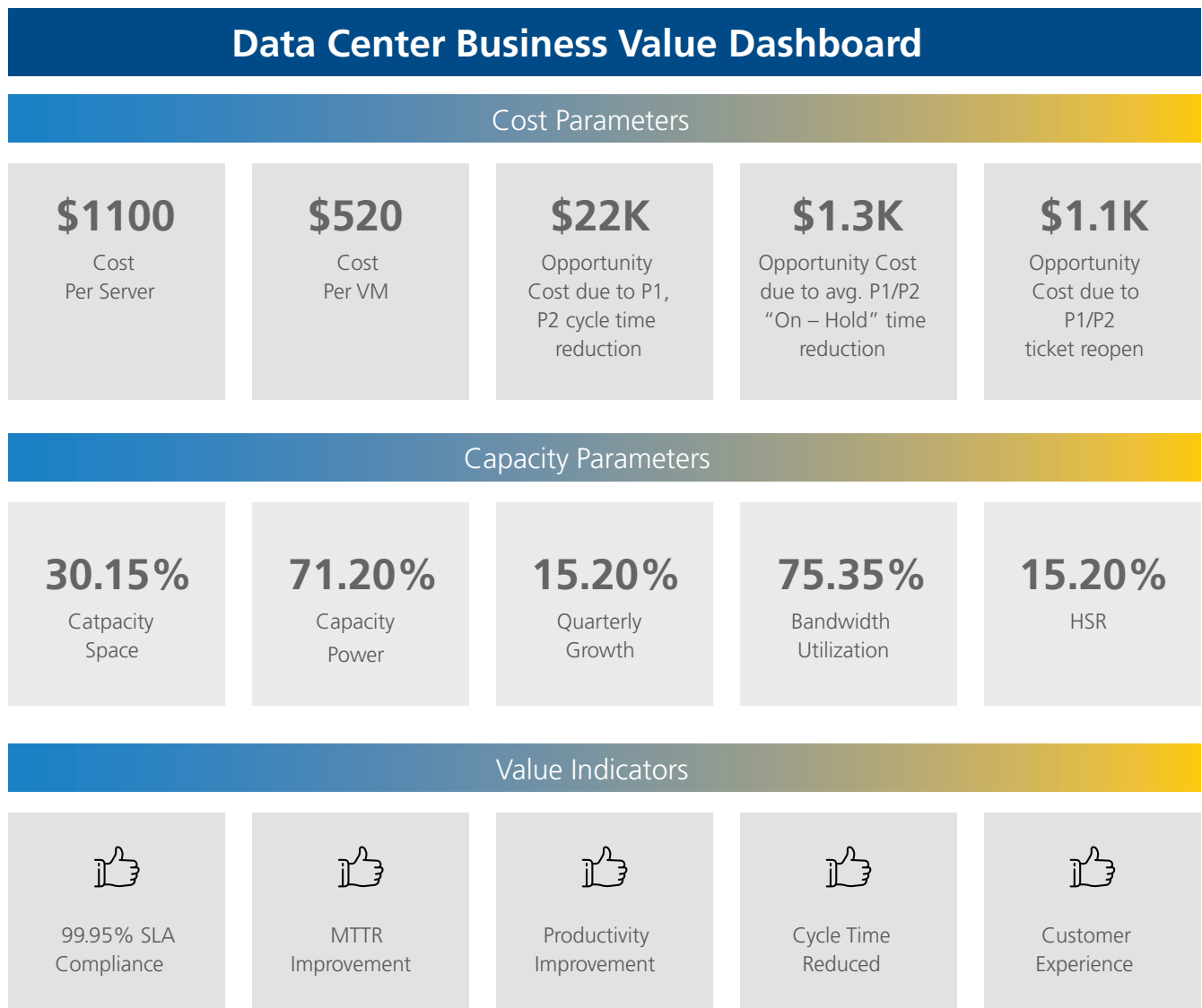


Business Value Dashboard

Addresses CIO's Challenges

There are no specific IT metric or standard benchmarks to measure business value and directly address CIO's challenges; but potential value KPIs and metrics can still be defined and implemented to develop business value dashboard. This dashboard will translate the IT metric into business metric to develop visualizations, which are both appealing and intuitive to business leaders.

This is the sample illustration of Data Center - Business Value Dashboard, which can clearly demonstrate the value in business terms and gives further insight into IT operations.



Primarily these dashboards help CIOs to:

- > Empower better and faster strategic business decisions
- > Articulate and demonstrate the value of IT delivery organization to business
- > Showcase contribution of IT to manage and transform customer experience.

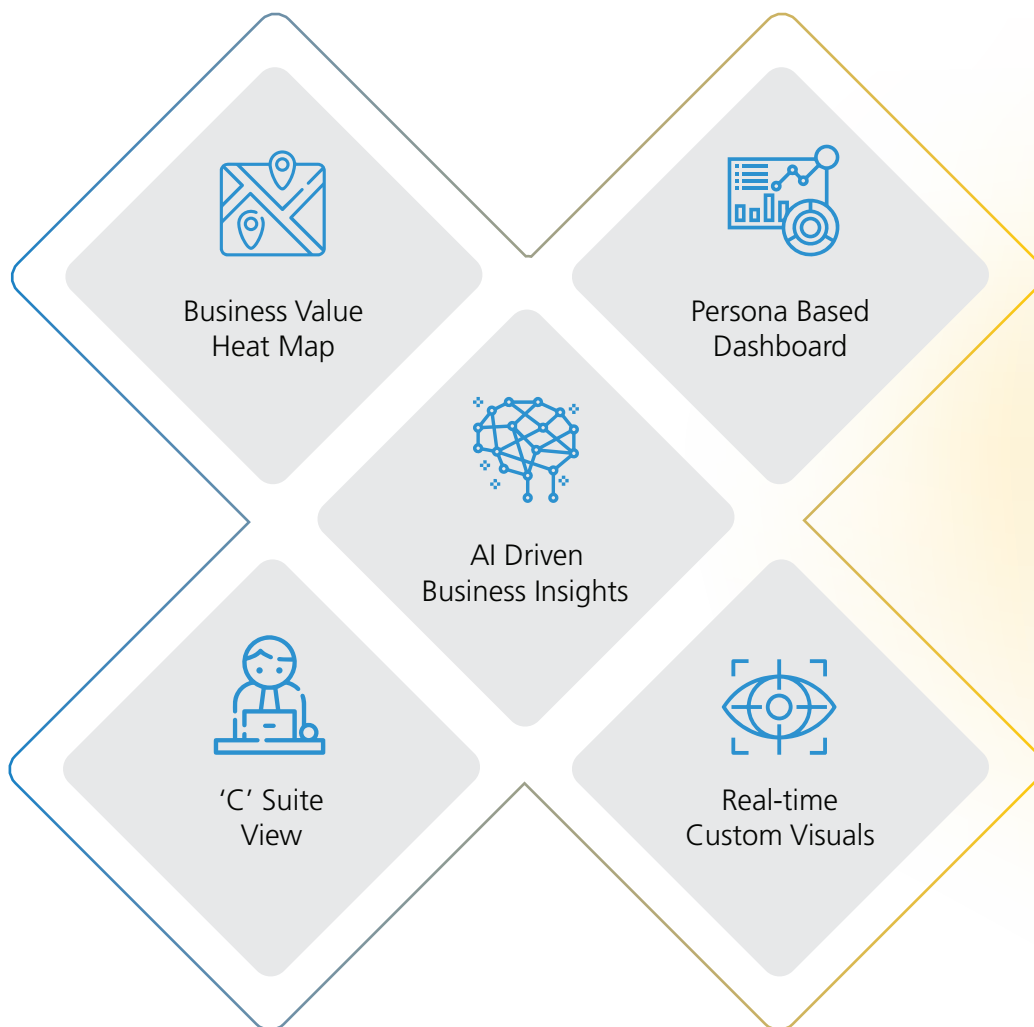


Key Functionalities

Business Value Dashboard

Business value dashboards can evolve to provide deeper insight into IT operations. By aggregating, contextualizing, and publishing IT and business data from varied sources to yield productive conversations with IT and business teams.

Below mentioned are some of the key features, functionalities, which could be instituted with seamless design and implementation of business value dashboard.



Build Business Value Dashboard for a Holistic View of IT

The design and development of business value dashboard demands curating and aggregating IT-business data from varied sources. The dashboard can be custom-built to generate a holistic view of IT by curating and combining millions of data points which will help to align IT operations metrics with business metrics. Furthermore, by consolidating, visualizing, IT operations metrics will also result into identifying cost reduction, productivity improvements in IT operations and optimize IT investments.



Conclusion

The emerging, next-generation technologies will continue to transform IT services and drive digital transformation, and so will the Business Value Dashboard. It will significantly contribute to the CXO community to swiftly communicate to business leaders – How IT affects business goals and its performance. Most importantly, they will be able to strategically monitor the value of IT being delivered to business and make better strategic business decisions.

Though the overall concept of this dashboard looks splendid, it has its own set of risk and challenges, which needs to be mitigated. This may also include integrating data from varied sources, alongwith complexities involved with data processing and data aggregation. However, if implemented in the right context will certainly fulfill every CXO's aspiration – “Business-Aligned IT”

References

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About the Author



Nilesh Chandane

Sr. Consulting Specialist
Cross Functional Services, CIS
LTIMindtree

Nilesh Chandane works as a Senior Consulting Specialist for Cross Functional Services Technology Office team within LTIMindtree's Cloud and Infrastructure Services (CIS). He has more than 14 years IT experience spanning across IT service management process consulting, Service integration and management (SIAM), ISO 20000, Presales – Solution design for cross functional services. He is currently responsible to help LTIMindtree customers to address their service management challenges by evaluating how the processes are designed, operationalized, and optimized along with the deployment of right tools. He also vigorously contributes towards thought leadership, service offering and practice development areas and has also authored/co-authored articles/whitepapers.

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