

System Operation and Maintenance Analyst Service

Analysis service designed to improve the strength of IT operation and maintenance

Service Outline

Currently, the IT division is under pressure to improve the situation.

It has been beset with an economy that cannot assume steady growth; demands are being made by management to improve and reform business processes through IT, to provide immediate access to information, and to continuously cutback on costs; as well as being required to respond to changes in technology such as cloud computing, virtualization and open source. Organizational problems relating to system operation and maintenance include business continuity risks arising from a stasis in personnel assignments as tasks become dependent on individual skills; the inability to keep up with change; and myriad other problems, which require drastic revisions.

Additionally, because of these numerous issues, a sense of stagnation prevails throughout the division; and in many cases, personnel lack vitality and they are in a state of little or no motivation. In order for such personnel to regain vigor, it is imperative that each individual feels that they are being useful. The most effective way of shifting personnel to work that instills in them a sense of being useful, maintaining business continuity, and holding back cost increases would be to focus on personnel assignments with an eye toward treating labor costs as variable costs.

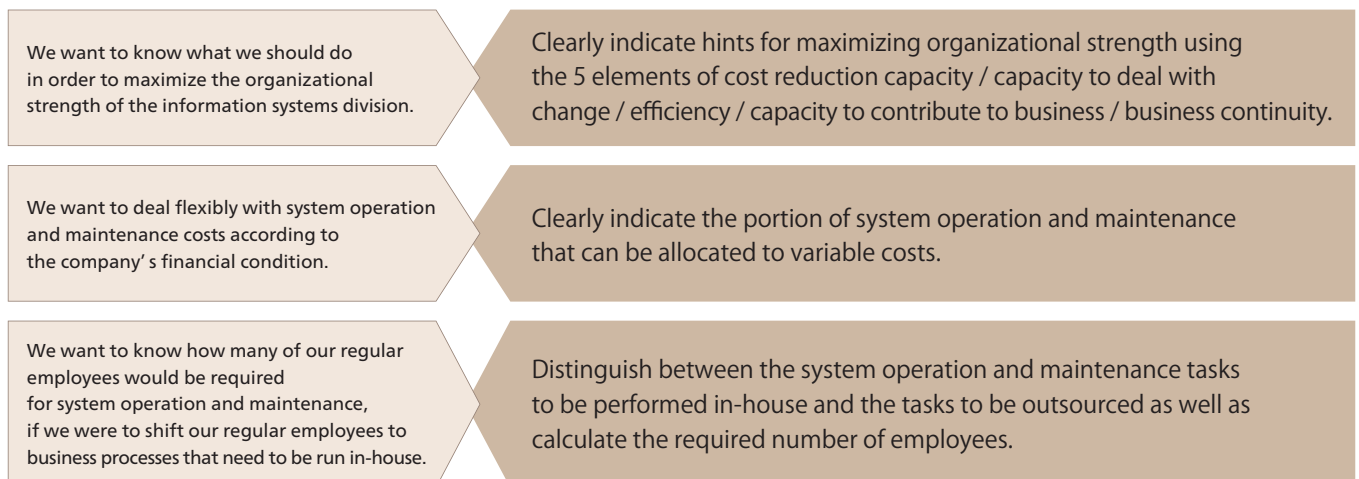
However, it is also a fact that it is extremely difficult, when reworking preconceived notions and probing the organization of the information systems division, to determine internally, whether existing system operation and maintenance are, in fact, reasonable.

We will focus on persons and processes involved in operations and maintenance, which are the main processes of the information systems divisions; and using our proprietary analysis framework, conduct an evaluation of the organization and the business processes. We offer an analysis service designed to provide information from an independent third-party perspective and have our clients use such information as the first step in considering the maximization of organizational strength.

Prerequisite	Implementation step
Cooperation by the person in charge of the information systems division in the preparation / analysis stage will be required.	"Preparation" ➔ "Analysis" ➔ "Report of results"
Scope of analysis	Output
System operation and maintenance of the mainframe system (ERP)	Report on analysis results of system operation and maintenance
	Period
	Approx. 1 month

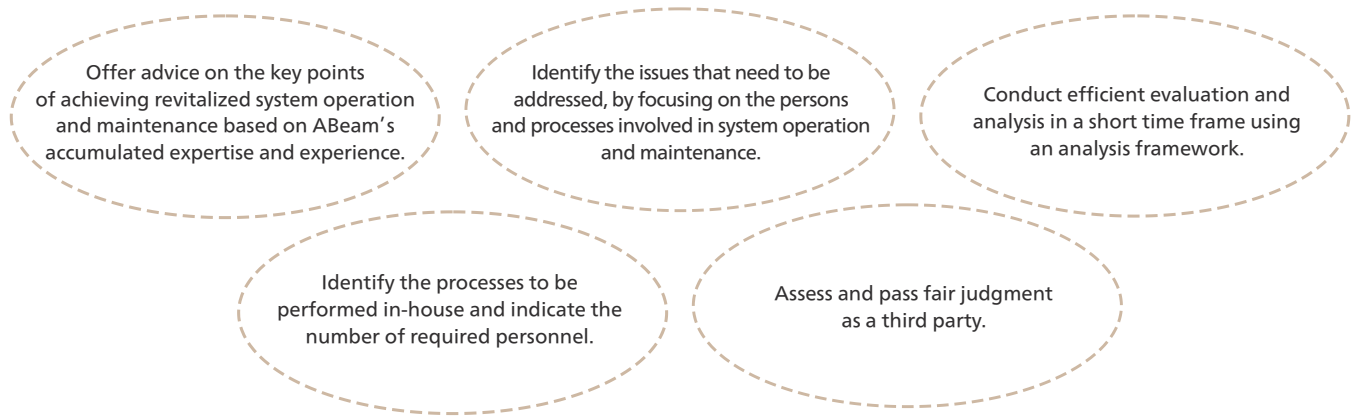
Service Features

■ This service will become useful in the following situations:



Service Features

■ Service Features



■ Analysis Method

We will clarify the difference between the current system operation and maintenance and the ideal form of system operation and maintenance by using the analysis framework (Organization Evaluation and Business Process Evaluation) developed by ABeam.

Organization Evaluation (5 elements-based analysis)			Business Process Evaluation (In / out analysis)
	Analysis Elements	Description	
1	Cost reduction capacity	Analysis from the perspective of whether efforts are being made to reduce system operation and maintenance costs	<div style="border: 1px solid black; padding: 5px; text-align: center;">Current system operation and maintenance</div> <div style="text-align: center;">▼</div> <div style="border: 1px dashed black; padding: 5px; text-align: center;">Unnecessary</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">In-house</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Outsource</div>
2	Capacity to deal with change	Analysis from the perspective of whether mechanisms are in place that are capable of dealing with change factors such as changes in the management environment	
3	Efficiency	Analysis from the perspective of whether system operation and maintenance are being conducted efficiently	
4	Capacity to contribute to business	Analysis from the perspective of whether efforts are being made that contribute to business, including providing solutions to operational issues	
5	Business continuity	Analysis from the perspective of whether efforts are being made to ensure the continuity of business without disruptions	

Analysis Approach

