

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

Cooperation by the person in charge of the information systems division in the preparation / analysis stage will be required.

Implementation step

"Preparation" → "Analysis" → "Report of results"

Scope of analysis

System operation and maintenance of the mainframe system (ERP)

Output

Report on analysis results of system operation and maintenance

Period

Approx. 1 month

Service Features

► This service will become useful in the following situations:

We want to know what we should do in order to maximize the organizational strength of the information systems division.

Clearly indicate hints for maximizing organizational strength using the 5 elements of cost reduction capacity / capacity to deal with change / efficiency / capacity to contribute to business / business continuity.

We want to deal flexibly with system operation and maintenance costs according to the company's financial condition.

Clearly indicate the portion of system operation and maintenance that can be allocated to variable costs.

We want to know how many of our regular employees would be required for system operation and maintenance, if we were to shift our regular employees to business processes that need to be run in-house.

Distinguish between the system operation and maintenance tasks to be performed in-house and the tasks to be outsourced as well as calculate the required number of employees.

Service Features

▶ Service Features

Offer advice on the key points of achieving revitalized system operation and maintenance based on ABeam's accumulated expertise and experience.

Identify the issues that need to be addressed, by focusing on the persons and processes involved in system operation and maintenance.

Conduct efficient evaluation and analysis in a short time frame using an analysis framework.

Identify the processes to be performed in-house and indicate the number of required personnel.

Assess and pass fair judgment as a third party.

▶ 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)		
	Analysis Elements	Description
1	Cost reduction capacity	Analysis from the perspective of whether efforts are being made to reduce system operation and maintenance costs
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

Business Process Evaluation (In / out analysis)

Current system operation and maintenance

Unnecessary

In-house

Outsource

Analysis Approach

