Disclaimers

Raise Your Hand

Pitfalls

Best Practices

Here we go...

Language Barrier

Run the Business

Change the Business

regoUniversity2025

Running IT as a Business

Present

View

Organize

regoUniversity2025
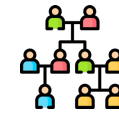
Have you heard of the phrase Running IT as a Business?

IT is BIG Business

Gartner

Worldwide IT spending is expected to grow in 2025. Gartner experts forecast IT spending will reach **$5.74 trillion** globally. That's an impressive **9.3% increase** over 2024.

IT Financial Management

$5.74 T ↑

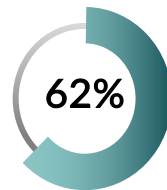# $723 B ↑

Why IT Financial Management?
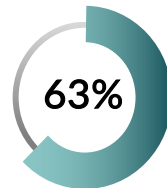
Why IT Financial Management?

IT Financial Management (ITFM) is a **strategic discipline** that focuses on managing and optimizing IT costs, budgets, and investments to align technology spending with business objectives. In short, ITFM aligns all IT spending to business objectives and value.

IT Challenges Today

Why IT Financial Management is important

Manual & rigid processes

62%

of CIOs **don't** believe that there is **adequate transparency of IT costs**

Lack of visibility into IT spend

63%

of CIOs struggle to **communicate IT's value**

Unpredictable market shifts

92%

consider information about the business value of technology to be **highly important when making budget decisions**

IT Financial Management Pain Points

**Various
Spreadsheets**
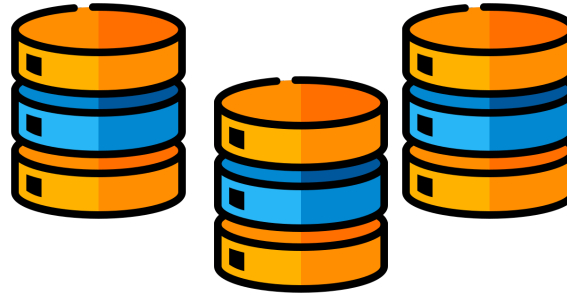
**Multiple
Databases**

**Third Party &
Homegrown Tools**
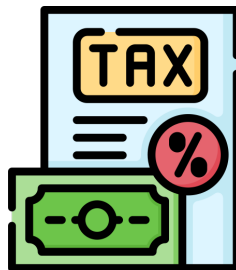
= IT viewed as a Cost Center

regoUniversity2025

How is IT viewed at your company?

Biggest ITFM Challenge

Technology Business Management

How does IT communicate the **value of IT** but in **'business terms'** that our clients and customers can understand and interpret?

regoUniversity2025

What is Technology Business Management?

Adopted by over 2,100 companies since 2012

Consumer Goods

Financial Services

Insurance

Healthcare & Pharma

Energy & Utilities

Manufacturing

Travel & Hospitality

Public Sector / State / Local

Tech & Telecom

Media & Entertainment

Retail & Wholesale

TBM US Mandate (2018)

Goal Statement

Adopt Technology Business Management (TBM) government-wide

Challenge

Lack of granularity and consistent application in existing reporting structures makes it difficult to baseline Federal IT investments and show the public whether we are spending taxpayer dollars effectively to drive the large-scale change needed to improve business transformation and citizen services.

Opportunity

Using industry best practices, the Federal government has an opportunity to:

- **Run IT like a business**

- Automate the use of authoritative data

- To make data-driven decisions

- Analyze trade-offs between cost, quality, and value as we strategically modernize the IT portfolio on a large scale
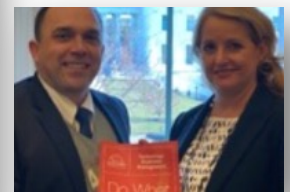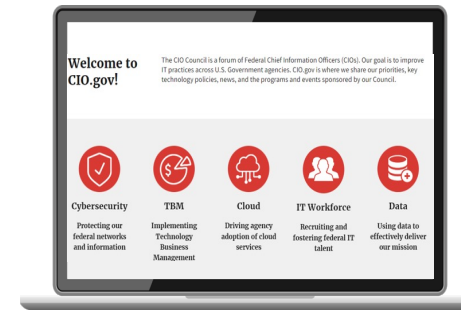
Technology Business Management (TBM)

Technology Business Management (TBM) is a framework that helps organizations manage and optimize their IT spending while aligning technology investments with business objectives. There are **two (2)** core components: **Standard Taxonomy and Cost Model Hierarchy**.

Guiding Principles

Data Driven	Common Taxonomy	Transparency	Trust	Value Alignment

Key Benefits

Optimize	Rationalize	Innovate	Transform
Continuously improve the unit cost of technologies and services while keeping cost and quality in proper balance	Better focus of time and resources on the services, applications, technologies, and vendors that drive the most value	Business and IT partnership that ensures maximum value from technology investments	Provide mission/business partners with agility to "pivot" more quickly to exploit innovation and capitalize on new opportunities

Education & Certifications

15,000 Members

Standards & Research

9 Vertical Industries

Communication & Collaboration

Conference & Workgroups

TECHNOLOGY BUSINESS MANAGEMENT
The Four Value Conversations CIOs Must Have With Their Businesses
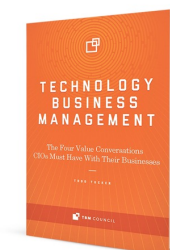
Standard Taxonomy

Solution
- Defined by the TBM Council
- High-level categorization

Category
- Defined by the TBM Council
- A logical grouping of services against which investment tradeoff decisions can be made

Service
- Defined by the TBM Council
- Outcome defined to resonate with the client
- Associated with the Architecture Model

Offering
- Defined by the Service Team & Rego
- Variations of the Service
- What end consumers subscribe to

Assets

Workplace Services			Infrastructure	
Communication & Collaboration			Storage	
Video Conferencing			Backup & Archive	
Teams	WebEx	Zoom	Cloud Backup	On-Premise Backup

Hardware People Process Apps Hardware People Process Apps Hardware People Process Apps   Hardware People Process Apps   Hardware People Process Apps
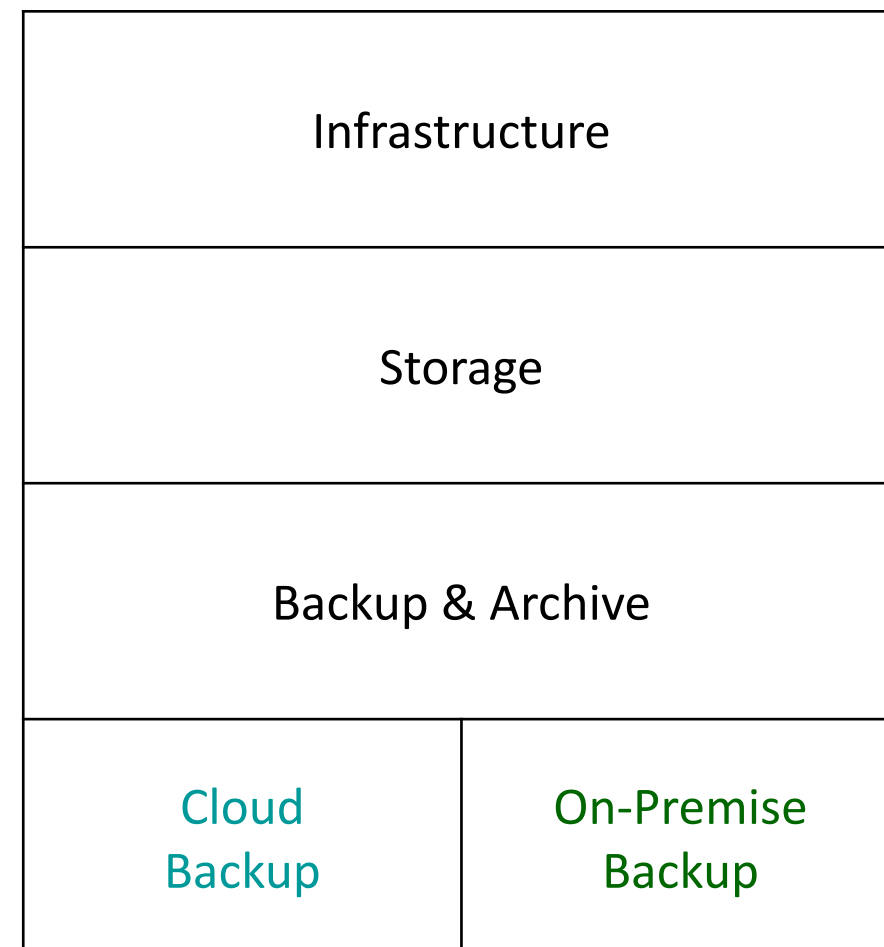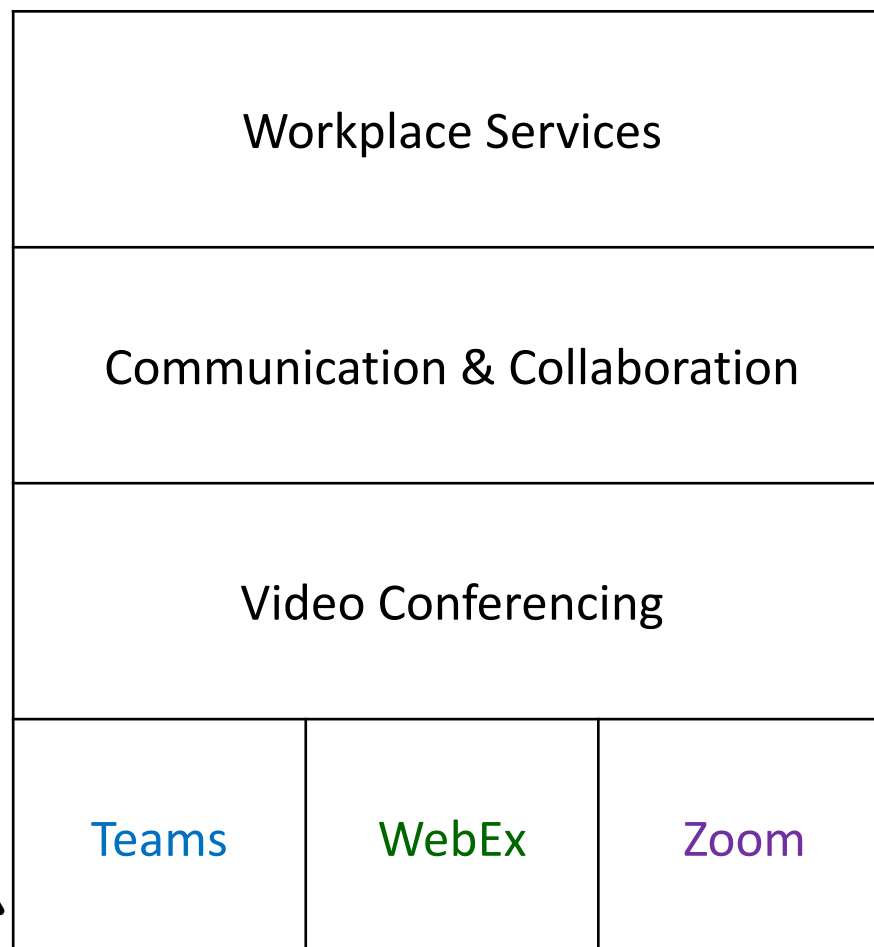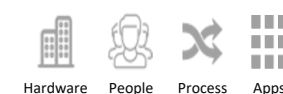
Service Portfolio & Catalog

Service Portfolio

Business Services

Product Development	Marketing & Advertising
Customer Sales	Resource Planning
Order Management	Customer Care

Shared Services

Accounts Receivable	Risk Management
Recruitment	Benefits
Healthcare	Compliance

Platform Services

Database	Data Management
Data Analytics	Application Hosting
Development Platform	Content Management

Infrastructure Services

Data Center	Voice Network
Data Network	Virtual Private Network (VPN)
Physical Compute	Back and Archive

Delivery Services

Service Management Office (TBMO)	Portfolio Management Office (PMO)
Enterprise Architecture	Testing and QA
Service / Help Desk	Security / InfoSec

Workplace Services

Desktops & Laptops	Smartphone & Tablets
Printers	Communication & Collaboration
Network Access	Remote Access

Service Catalog

Desktops & Laptops	Smartphone & Tablets
Training & Webinars	Software
Unified Communications	Video Conferencing

Standard Cost Model

Bill of IT
Showback and Chargeback

Business Units	Business Capabilities	Business Value Streams	Partners & Customers

Business View

Business Services
Groups of costs related to a specific category of technology services, functions, or resources

Services and Service Offerings

Business	Workplace	Shared & Corporate	Artificial Intelligence
Platform	Infrastructure		Delivery

IT View

Technical Services
Collections of technology resources grouped together to help manage and optimize technology spending, performance, and utilization across an organization.

Compute	Network	Application	Data Center	IoT Services	Delivery
Storage	Platforms	Security	Management		End User

Finance View

Cost Pools
Groups of costs related to a specific category of technology services, functions, or resources

Run the Business (Opex) & Change the Business (CapEx)

Labor Headcount	Other Headcount	Cloud Costs	Software & SaaS
Hardware	Facilities	Telecom	Internal Services

IT Financials

Service Costing Flow
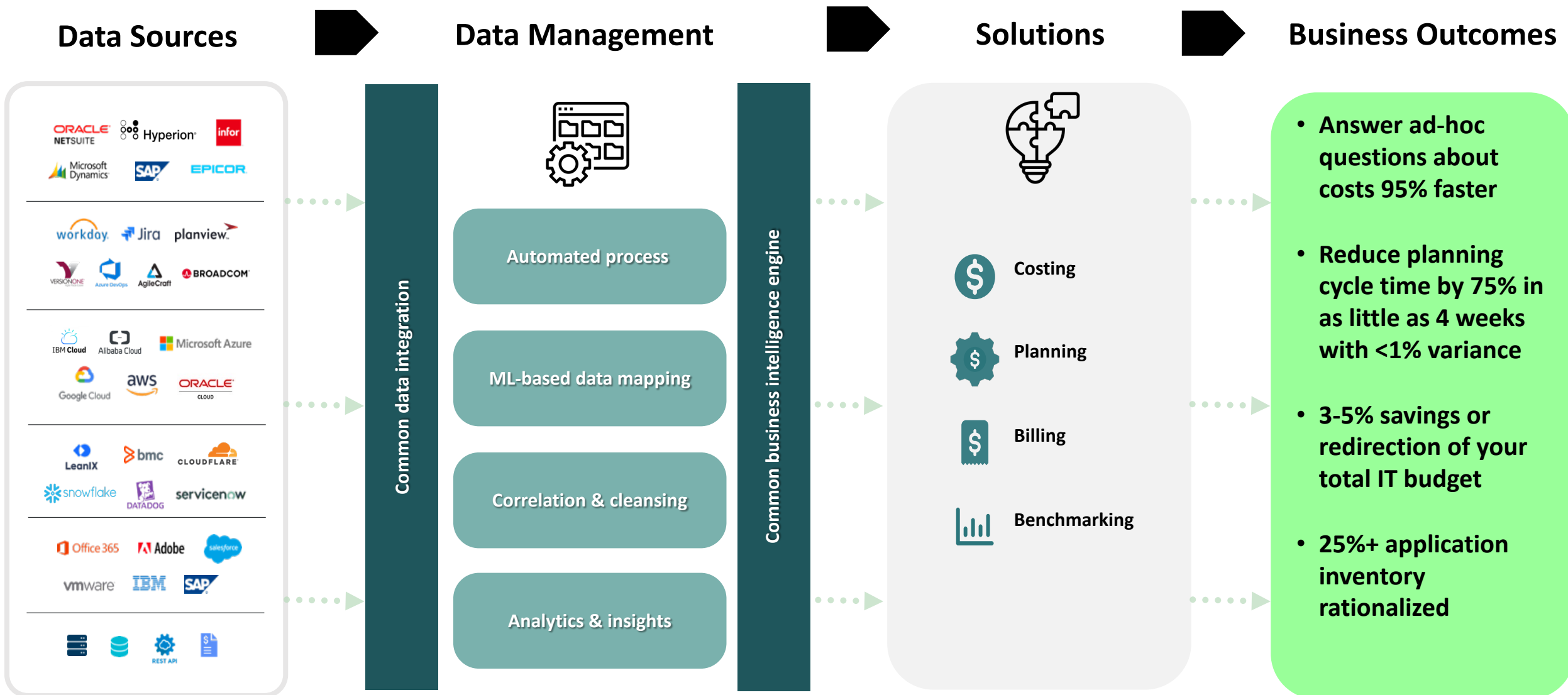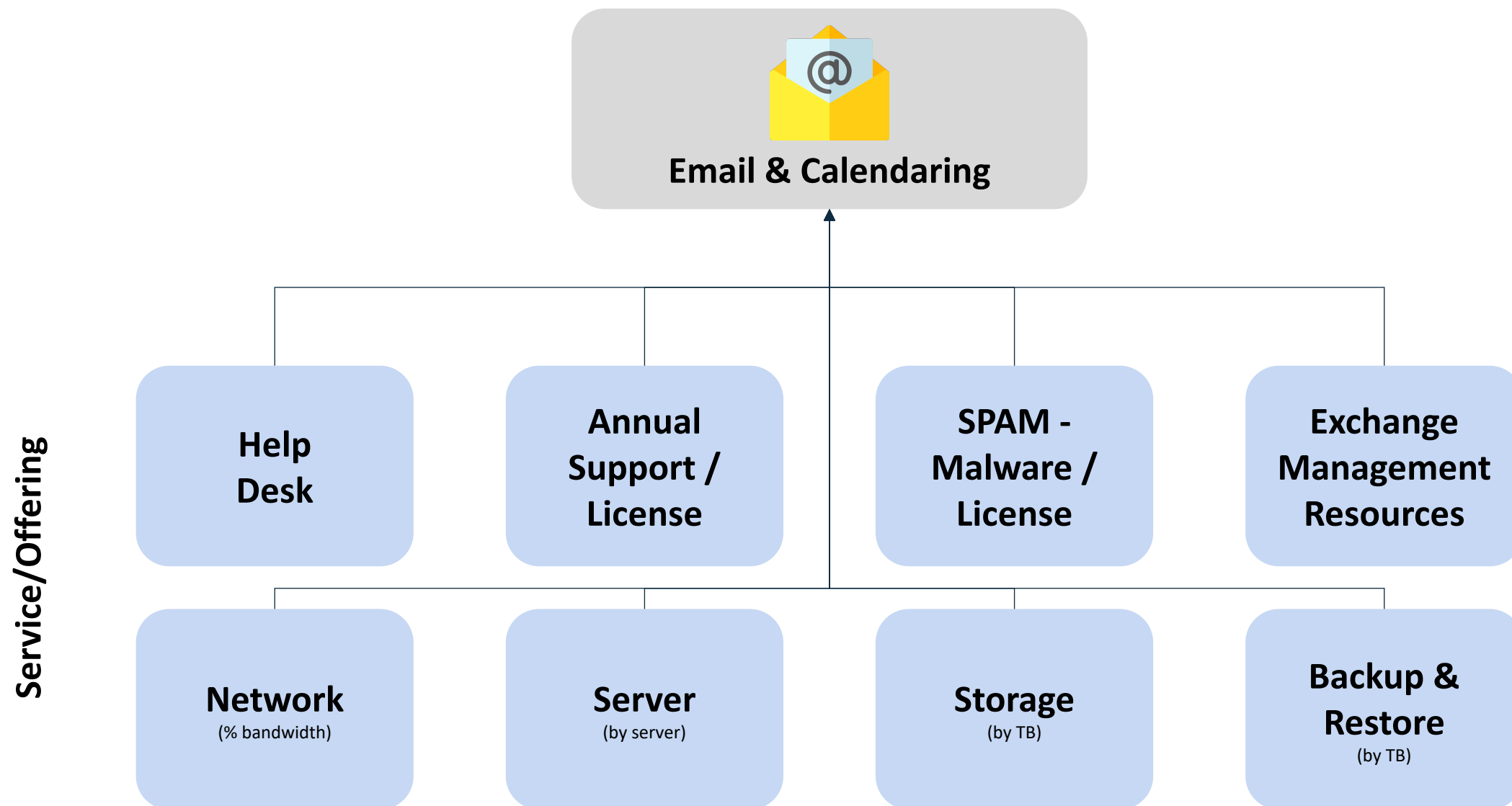
Data Sources

Data Management

Solutions

Business Outcomes

Common data integration

- **Automated process**
- **ML-based data mapping**
- **Correlation & cleansing**
- **Analytics & insights**

Common business intelligence engine

- Costing
- Planning
- Billing
- Benchmarking

- **Answer ad-hoc questions about costs 95% faster**

- **Reduce planning cycle time by 75% in as little as 4 weeks with <1% variance**

- **3-5% savings or redirection of your total IT budget**

- **25%+ application inventory rationalized**

TCO View Example

Do you have this type of TCO breakdown today?

Let Rego be your guide.

Positioning TBM

Chief Information Officer (CIO) Financial Challenges

Accurate Allocation of Overheads	Complex Cost Structures	Measuring IT Service Efficiency	Inconsistent Data
IT often has significant overhead costs, which can be tricky to allocate accurately. CIOs must ensure that these costs are distributed fairly across different services or departments to avoid misrepresentation of profitability.	IT Services can have complex cost structures involving various direct and indirect costs. This complexity can make it difficult to pinpoint the true cost of providing a service, especially when dealing with intangible elements or variable service delivery levels.	Unlike manufacturing, where output is tangible, measuring the efficiency and effectiveness of an IT Service can be challenging. CIOs need to find metrics that accurately reflect the quality and productivity of the service.	IT costs can vary significantly between clients or projects, making it difficult to create standardized costing models. Inconsistent data can lead to inaccurate cost estimates and poor financial decisions.
Dynamic Cost Environment	**Intangible Assets**	**Pricing Strategy Alignment**	**Client Specific Costs**
IT often faces rapid changes in costs due to factors like technology, labor rates, or regulatory changes. CIOs need to adapt their costing models frequently to reflect these changes.	IT Services often involve intangible assets like expertise or customer relationships. Quantifying and valuing these assets for cost accounting purposes can be difficult, which impacts accurate cost allocation.	CIOs need to align service costing with pricing strategies to ensure profitability. Misalignment can result in pricing that either doesn't cover costs or prices that are not competitive in the market.	Different clients may require different levels of service or customization, leading to variability in costs. CIOs need to manage these variations effectively to maintain profitability while meeting client needs.
Regulatory Compliance	**Technology Integration**	**Organizational Change Management**	**Client Profitability Analysis**
IT costs must comply with various accounting standards and regulations, which can vary by region and industry. CIOs must ensure their costing practices adhere to these requirements to avoid legal and financial penalties.	Implementing and maintaining technology for tracking and analyzing service costs can be challenging and costly. CIOs need to invest in systems that provide accurate, real-time data without overwhelming the organization.	Implementing new costing methodologies or systems often requires significant changes in processes and employee training. Managing this change effectively while minimizing disruption is a key challenge.	Determining the profitability of individual clients or projects can be complex, especially when dealing with long-term engagements or multi-faceted services. Accurate client profitability analysis is crucial for making informed strategic decisions.

Chief Financial Officer (CFO) Financial Challenges

Enhanced Visibility into IT Costs	Improved Cost Allocation and Chargeback	Better Budgeting and Forecasting	Alignment of IT Investments with Business Goals
Detailed Cost Breakdown: TBM provides detailed insights into technology costs, breaking them down into categories such as infrastructure, applications, and services. This clarity helps CIOs understand where IT spending is going and identify areas for optimization. **Cost Transparency**: By offering a transparent view of technology costs, TBM helps CIOs to better allocate and control IT budgets, ensuring that resources are used efficiently.	**Accurate Allocation**: TBM enables precise allocation of IT costs to different business units, projects, or services. This helps in attributing costs more accurately and understanding the true cost of technology services. **Chargeback Models**: Implementing chargeback models with TBM allows organizations to bill internal departments for their use of IT resources, promoting accountability and encouraging cost-conscious behavior.	**Data-Driven Decisions**: TBM provides data-driven insights that help CIOs with budgeting and forecasting. By analyzing historical spending patterns and trends, CIOs can make more accurate financial projections. **Scenario Planning**: TBM tools often include scenario planning features that allow CIOs to model different financial scenarios and assess their impact on IT budgets and overall financial health.	**Strategic Alignment**: TBM helps ensure that IT investments align with business objectives by providing a framework for evaluating the strategic value of technology projects. **Value Measurement**: By measuring the value delivered by IT investments, CIOs can ensure that technology spending contributes to achieving organizational goals and delivering a positive return on investment (ROI).
Optimization of IT Resources	**Enhanced Communication with Stakeholders**	**Improved Vendor Management**	**Informed Decision-Making**
Resource Utilization: TBM helps in analyzing the utilization of IT resources, identifying underutilized assets, and optimizing their use to reduce unnecessary costs. **Cost Efficiency**: By identifying areas of inefficiency or waste, TBM supports cost-saving initiatives and drives more efficient use of technology resources.	**Clear Reporting**: TBM frameworks provide clear and comprehensive reports on IT spending, making it easier for CIOs to communicate financial information to stakeholders and support decision-making processes. **Strategic Insights**: The insights gained from TBM help CIOs articulate the value of technology investments and their impact on the organization's financial performance.	**Vendor Cost Analysis**: TBM tools can analyze costs associated with different technology vendors, helping CIOs to negotiate better contracts and manage vendor relationships more effectively. **Performance Metrics**: TBM provides metrics for evaluating vendor performance, ensuring that technology providers deliver value in line with the agreed-upon terms.	**Data Integration**: TBM integrates financial, operational, and technical data, providing a comprehensive view that supports informed decision-making. **Actionable Insights**: The data and insights provided by TBM enable CIOs to make more strategic decisions regarding technology investments and overall financial management.

TBM drives 'fact-based' IT Spend insights

IT Executive Leadership & IT Finance (CIO, CTO, CFO)

- Gain visibility into the total cost of all IT spend and understand the key spend drivers

- Align all IT investments to business objectives and priorities

- Communicate the value of IT to the business

- Benchmark IT spend against relevant peers

- Reduce IT risk to the business

IT Leadership & Business Relationship Manager

- Analyze, plan and optimize all IT spend across vendors, contracts, labor, projects, and more

- Understand and communicate the business value delivered by IT investments

- Make informed staffing decisions based on workforce mix and location

- Gain visibility into the business consumption of IT spend

- Manage and shift IT spend from run costs to fund change/grow investments

IT Application and Service Owners

- Gain visibility into the total cost of applications and services

- Identify opportunities for cost optimization and/or redirect spend

- Analyze business consumption of applications and services

- Influence business consumption and drive shared accountability with showback and/or chargeback

- Prioritize and balance business impacting investments

Pitfall

IT Operating Model Services are part of IT Spend

The **IT Operating Model** **HOW** we do business in IT
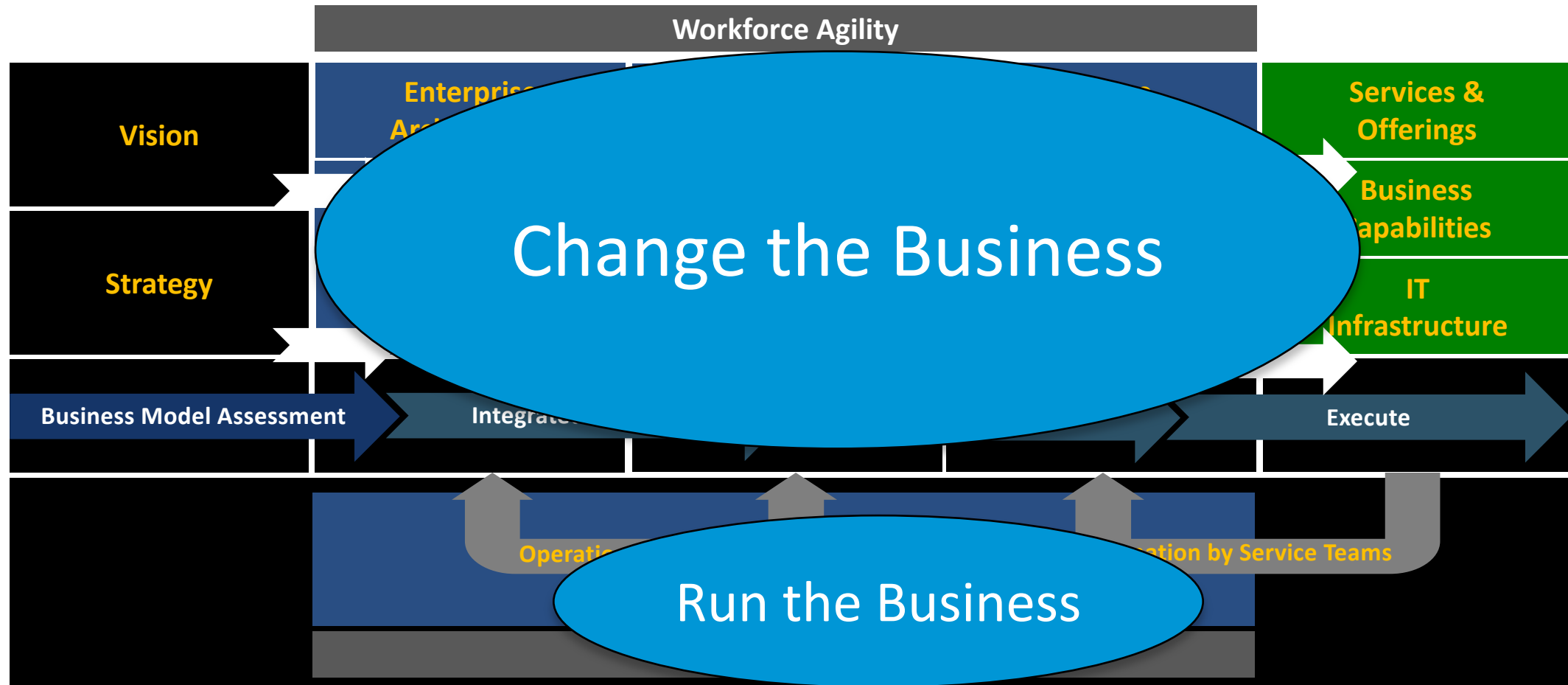
Benefits of TBM

Biggest ITFM Challenge

TBM COUNCIL

Technology Business Management

How does IT communicate the **value of IT** but in **'business terms'** that our clients and customers can understand and interpret?

regoUniversity2025

The Four Value Conversations of IT

Spending and investments used for ongoing operations of the business

Spending and investments used to grow or transform the business

Run-the-Business

Change-the-Business

Cost for Performance

Business-Aligned Portfolio

Investment in Innovation

Enterprise Agility

We deliver the right performance for the best possible price

We spend our resources to get the biggest return possible for our business

We maximize our innovation dollars and ensure value over our investment lifetimes

We improve the speed at which our business and IT responds

Persona's
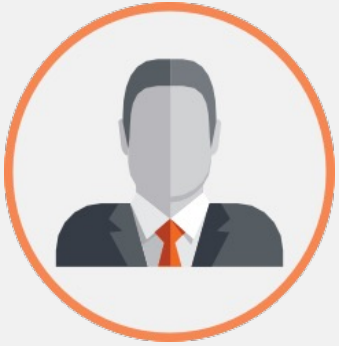
CIO & Leadership Staff	Infrastructure Leaders	CFO of IT & IT Finance	Solution Owner	Mgr.
Make Fact-Based Decisions to Shift Run to Grow	**Drive Efficiency and Demonstrate Business Alignment**	**Establish Governance and Drive IT Financial Planning**	**Manage and Improve Solution Value**	**Align Resources to Business Priorities**
• Optimize Run vs. Change • Align Project Spend to Initiatives • Drive Cost Optimization • Align Spend to Biz Priorities	• Optimize Infra TCO/Unit Costs • Reduce Technical Debt • Drive Use of Standard Infra • EOL At-Risk Technologies	• Measure/Report Fixed/Variable • Manage IT Budgeting Process • Identify Cost Reduction Opps • Manage Under/Over Recovery • Drive Rates Management	• Manage Solution TCO • Set/Manage Solution Rates • Manage Build vs. Run • Rationalize Solution Apps • Drive Decommission Decisions	• ID Biz Priorities vs. IT Spending • Create Levers to Shape Demand • Help Biz Optimize Consumption • Communicate Consumption

Use Cases

App & Service Management	Aggregate App TCO	Analyze BU consumption by application	Identify cost related to retired applications	Analyze Service cost and support App rationalization
Business Unit	Validate application and consumption by business unit	Identify IT spend by direct consumption vs. overhead allocation by business unit	Accurately charge business units for services consumed	Validate cloud service cost and consumption by business unit
Infrastructure	Analyze data center capacity and usage	Aggregate data center TCO	Receive alerts based on budget overruns	Normalize cloud tags to review cloud costs in a consolidated view
End Users	Identify orphaned end user devices	Analyze mobile telecom costs	Analyze service desk efficiency	Track and monitor key service desk metrics
Financials	Analyze asset depreciation schedule	Analyze changes between original budget and latest forecast.	Plan for future OpEx / CapEx requirements	Manage IT spend by investment
Vendor	Track and govern top vendors by spend	Analyze accrued vendor spend by category	Compare actual spend to minimum contract commitments	Track vendor spend by strategic importance

Additional column (rightmost):
Track public cloud spend to budget; Analyze mobile device inventory; Analyze project spend and progress to date; What types of vendors are we spending most on?

Use Cases by Persona

Identify **top 4-5** use cases by persona

| TBM Category	Use Case	Outcome
Apps & Services	Aggregate application TCO	Prioritize OpEx and CapEx investments
Apps & Services	Analyze application costs by fixed/variable classification	Reduce run costs for the current fiscal year
Apps & Services	Analyze application run costs by cost pool	Identify cost efficiencies for largest cost drivers
Apps & Services	Analyze business unit consumption by application	Confirm value and continued need for the app; defend cost allocations to consumers
Apps & Services	Identify and maintain the IT owner and business owner for each application	Drive accountability for spend and quality

TBM Category	Use Case	Outcome	Cap
Business Unit	Compare service consumption to staffing levels	Optimize service consumption and costs	Optimize
Business Unit	Analyze over/under cost recovery by service and business unit	Recover IT costs from business units; adjust pricing	Influence
Business Unit	Charge business units for services consumed	Recover IT costs; provide transparency of services consumed to consumer	Influence
Business Unit	Send invoice for applications and services consumed	Justify service charge; authorize payment by business owner	Influence
Business Unit	Review invoice for cloud services consumed	Justify cloud/infrastructure charges; authorize payment by business owner	Influence
Business Unit	Review invoice for project-based services consumed	Justify project charges; authorize payment by business owner	Influence
Business Unit	Review invoice for vendor-based services consumed	Justify vendor charges; authorize payment by business owner	Influence
Business Unit	Validate application and consumption by busine		
Business Unit	Validate cloud service cost and consumption by		
Business Unit	Validate project-based service cost and consum		
Business Unit	Validate vendor-based service cost and consum		

TBM Category	Use Case	Outcome	Capability	Description
Cloud & Infrastructure	Aggregate on prem storage TCO	Identify cost efficiencies for largest cost drivers	Control	Analyze storage and facilities.
Cloud & Infrastructure	Govern infrastructure costs across on prem and public cloud in one place	Track progress of moving to public cloud; understand cost impacts	Control	Track and com private cloud)
Cloud & Infrastructure	Compare infrastructure costs to target	Avoid runaway cloud spend; manage to plan	Control	Set infrastruct across on prem
Cloud & Infrastructure	Analyze data center capacity and usage	Eliminate or reduce data center expansion investments	Optimize	Analyze data c and power cap
Cloud & Infrastructure	Analyze on prem compute costs by application	Eliminate or right-size compute used; reallocate compute capacity.	Optimize	Analyze the co broken out by

TBM Category	Use Case	Outcome	Capability	Description
End User & Delivery	Identify orphaned end user devices	Reclaim and reallocate end user devices; reduce costs	Optimize	Identify end user d from ex-employees
End User & Delivery	Track and manage end user device spare capacity	Maintain optimal inventory to meet demand; reduce excess inventory	Optimize	Track and manage types.
End User & Delivery	Analyze and compare number of end user devices per user	Validate need for multiple devices; reduce number of end user devices supported	Influence	Analyze and comp departments and u
End User & Delivery	Track and monitor lost or stolen devices	Enhance security procedures for high risk areas; identify repeat offenders; remotely wipe data or lock out stolen devices	Control	Track and manage
End User & Delivery	Analyze mobile telecom costs	Reduce telecom costs; consolidate suppliers; consolidate plans; recommend optimal plans	Optimize	Analyze mobile tel across locations, su
End User & Delivery	Analyze mobile device inventory	Standardize authorized devices; reduce risk; reduce support costs	Optimize	Analyze mobile de
End User & Delivery	Identify users with top mobile telecom expenses	Reduce telecom costs; recommend optimal plans	Influence	Identify users with
End User & Delivery	Aggregate service desk TCO	Identify cost efficiencies for largest cost drivers	Control	Analyze service de services and facilit
End User & Delivery	Analyze service desk efficiency	Remediate issues with the largest service desk support costs	Optimize	Measure the perfo mean), mean-time
End User & Delivery	Identify applications and services with the largest number of tickets and service desk costs	Reduce or eliminate application or service issues that drive the largest service desk support costs	Optimize	Break down servic largest total cost.

Benefits

Companies that leverage the **Technology Business Management Framework** will have a better way to **discuss needs, tradeoffs, and funding decisions** with the business in terms that they can understand while making the magic of IT happen behind the scenes.
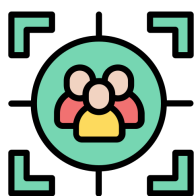
Customer and Client Focused

- Facilitate operating IT as a Business – Business of IT
- Represents IT in terms of services and capabilities versus technologies
- Inform the business terms with the business

Cost Effective & Transparency

- Provides true total cost of ownership and transparency
- Identify key cost levers to help facilitate the opportunity to reduce run-the-business costs
- Allow for reinvestment of savings into changing, growing, and transforming the business

Business Value Driven

- Maximizes value of IT investments
- Reduces time to capability through leverage & reuse
- Provides factual transparency for better investment decisions

Reduction of RtB 5 to 7%

Cost Reduction

Meaningful Metrics

Simplification

Reinvestment of RtB dollars into Innovation

Continuous Delivery

Boardroom Presence

Employee growth and development

Operational Excellence

Trusted Business Partner

Improved Client Experience

Enabled Architecture Process

Biggest Pitfall

Ready?

Culture

Tony Scott

Sheila Jordan

Ralph Loura

Rhonda Gass

Anil Cheriyan

Ashley Petit

Bharat Amin

Suzette Kent

Larry Godec

Sheila Anderson

Rego's TBM Culture Journey Map™

The **Journey Map** provides a framework to address transformational challenges and **bridges the gap** between the current state and desired transformation objectives.

Organization Change Process

- Define Vision & Strategy
- Define Success Indicators
- Create Transformation Playbook

Leadership Alignment

- Define Services Portfolio
- Define Service Roles & Responsibilities, Lifecycle & RASCI
- Define Core metrics and KPIs
- Define the Governance Model / TBMO
- Identify Future Technologies

Define High Level Changes

- Communicate TBM Transformation to IT
- Pilot Service Roles & LifeCycle RASCI
- Pilot Service Reviews
- Develop Trainings
- Webinars & Community of Practices

Early Adopters

- Evangelize changes by CIO, leadership, and service owners
- Implement service portfolio & catalog
- Implement service teams
- Implement Governance and Change Leadership model
- Implement Service Reviews
- Establish a Service Roles Community of Practices

Operate & Sustain

- Implement long-term incentives
- Iterate on service portfolio
- Iterate on service roles & RASCI
- Foster Learning & Development

Optimize

% of Organization Involved

Service Roles

A high-performing IT organization has **clearly defined and well-understood roles** for its employees. These are called **Service Roles**. The purposes of the Service Roles are listed below:

- ❖ Ensure a **CLIENT-ORIENTED** focus and to answer the need for role-level consistency across IT in managing IT services

- ❖ Establish **WHO** is responsible for what in terms of services

- ❖ These roles typically **DO NOT REPLACE** HR Job Titles

- ❖ Set **EXPECTATIONS** for IT employees' **PRIORITIES** and performance in a services-oriented organization

- ❖ Support strategic **RELATIONSHIPS** between IT and the business

- ❖ Hold service teams **ACCOUNTABLE**

Service Executive

Accountable for overall client experience and operational excellence for the service at the executive level. Member of the CIO Leadership Staff.

Service Owner

Responsible for end-to-end service delivery including all service offerings. Acts as the General Manager of his/her services.

Service Architect

Responsibility for end-to-end architecture for the service, incorporating business architecture & and technical architecture requirements.

Service Offering Manager

Responsibility for a service offering to which a client subscribes/acquires

Service Portfolio Manager

Responsibility for overall success of delivery of the demand and projects against services and offerings.

Business Relationship Manager

Responsibility for the client relationship with respect to the set of IT services consumed by the client.

Service LifeCycle

The **Service Lifecycle** is a **set of activities** that describe how a service is managed. It comprises five phases, as described below:

Phase	Description
Strategize	Align with business strategy and client demand to identify needed service changes, connect to value creation, and leverage the IT portfolio. Then prioritize service roadmaps.
Plan	Translate service roadmaps and requirements into the project and implementation plans and share them with the business. Architect and design/reuse service solutions in response to service requirements.
Implement	Review service architecture with the business. Build, test, and deliver systems and solutions. Prepare business expectations, culture, and processes for service deployments and changes.
Operate	Support growth in service adoption and utilization by clients, reviewing value to validate alignment and identify course corrections. Handle service risk, events, issues, and provider relationships.
Optimize	Benchmark, measure, and review service performance to identify improvement opportunities to work into the service roadmap. Aggregate the service value results into the IT portfolio.

Community of Practices   **Global Webinars**

Training & Development   **Organizational Change**

Service Metrics

To Run IT as a Business and showcase the value of IT, CIOs must incorporate metrics *__beyond just costs__* to help monitor and evaluate the **performance, efficiency, and quality** of its Services and Offerings. Successful IT Organizations will leverage these metrics to **enhance service delivery, reduce costs, optimize performance, and drive business innovation**.

Cost

- Total Cost of Ownership (TCO)
- Run the Business Cost
- Change, Grow, and Transform Cost
- Unit Cost
- Direct and Indirect Cost

Quality

- Service Restoration
- Priority 1 Count
- % of recurring Priority 1's
- # of production data fixes
- Service Downtime – Unplanned/Planned Hours

User Experience

- Satisfaction
- Performance
- Ease of Use
- Usefulness
- Localization

Speed

- Time to Capability/Deploy
- Time to Adoption
- Time to Provision
- Cycle Time

Leverage & Reuse

- Current Leverage (# of Units
- Ideal Leverage (Units)
- Service Leverage Index

Risk

- Resiliency
- Security
- Compliance (SOx)
- Disaster Recovery Test Data

Service Reviews

Cost   **Quality**   **Risk**   **Speed**   **Leverage & Reuse**   **User Experience**

Service Reviews are designed for each service team to tell a comprehensive story about enabling **business outcomes** through architecture, strategy and specific services, explaining the **value** that is achieved from our investment.

Summary	IT Service Metrics	Decisions Needed
• This is your Portfolio view on the business outcomes you will achieve, and how it relates to Services executing on the strategies • Use high level quantitative metrics to show impact to services (drill down in Service metrics dashboard)	• Use the Services dashboard to tell a specific story • Show the Visual of Green and say, 'we're great on these, but we need to talk about the reds and the yellow, our areas of concern'	• Talk about the choices you have, and architectural decision needed • Relate this back to ''What keeps me up at night'

Architecture Roadmap	Investment Summary	Key Messages
• List only architecture items – this is NOT a list of every item on the implementation roadmap • Ensure this links to the Summary (same strategies listed) • Indicate use of continuous delivery in relation to this IT strategy	• Your TCO curves • State number of demand/ideas and active projects against your services. • Provide project statuses. • State how your CtB investments reduce your RtB spend.	• Three (3) distinct messages • Emphasize the key points from your presentation (relate each point back to material on previous slides or metrics dashboard) • Conclude and balance your story by highlighting your successes (from roadmap) and value (from Investment Summary or summary slide)

Pitfall

70%

By 2025, 70% of successful CIOs will have a dedicated IT financial management system or tool to help clarify and analyze total IT Spend.

Gartner®

*Fortune 1,000 Companies

Questions?

Surveys

Please take a few moments to fill out the class survey.
Your feedback is extremely important for future events.

Thank You For Attending Rego University

Instructions for PMI credits

- Access your account at pmi.org
- Click on **Certifications**
- Click on **Maintain My Certification**
- Click on **Visit CCR's** button under the **Report PDU's**
- Click on **Report PDU's**
- Click on **Course or Training**
- Class Provider = **Rego Consulting**
- Class Name = **regoUniversity**
- Course **Description**
- Date Started = **Today's Date**
- Date Completed = **Today's Date**
- Hours Completed = **1 PDU per hour of class time**
- Training classes = **Technical**
- Click on **I agree** and **Submit**

Let us know how we can improve!
Don't forget to fill out the class survey.

Phone
888.813.0444

Email
info@regoconsulting.com

Website
www.regouniversity.com