

ICC :

Intranet Competency Center

Recommendation For Go-Forward Combined Company

Co-Sponsors: Executive Management

Open Systems &
Teammate Enablement Technologies
Technology & Operations Group

06/03/2009

ICC: Executive Summary

During second quarter 2009, Open Systems/TIS and Teammate Enablement Technologies/IS jointly conducted integration discovery and performed a gap analysis on their legacy intranet hosting services.

Legacy "Homestead"

Legacy "iTech"

The resultant recommendation: form an Intranet Competency Center (ICC).

ICC will leverage significant opportunity to direct applications requiring hosting services to existing underutilized shared infrastructure.

- ✓ Immediate Significant Savings and Efficiencies due to reduction in proliferation of dedicated hosting environments
- ✓ Immediate Application Time to Market reduction due to improved partnering at the front end and use of existing infrastructure which is immediately available

No new resources required:

- ✓ Focus is on optimizing existing capital and human resources and providing a service superior to what is available under either legacy organization

ICC: Service Description – Services Offered

ICC would integrate the legacy hosting service models into a hybrid spanning the largest spectrum of hosting requirements.

Via a simple and coordinated user requirements profiling assessment, ICC would provide “right fit” service solutions and provide an improved time to market for LOBs.

Tactical: streamline process, tools, environments, resources

Strategic: solutions decisioning based on business criticality, availability, governance & cost

Intranet Competency Center Service Description	Legacy (Homestead)	Legacy (iTech)	Recommended solution [Intranet Competency Center (ICC)]
Services			
Controlled ITOM processes (SDLC, SECDM, Change Management)	Site owners	Owned by Site Owner; executed by iTech	Service-determined (Site owners or ICC)
Consulting for best Technology placement		iTech	ICC
Development assistance		iTech	ICC (Microsoft CoE Partner))
Baseline Standards Development for Enterprise Web Hosting Stack			ICC
Dedicated sites/environment (follows same configuration as shared environment)	Homestead	iTech	ICC
Custom sites (Site Requirements are outside standard shared/dedicated scope)	Service Delivery Team	TS Dedicated Team	Service DeliveryTeam
Level 3/4 Production Support	Homestead	iTech	ICC
Web Farm Management Operations and Approach	<ul style="list-style-type: none"> 1-to-1 App/Server (Vertical Scale) Enforces ‘vanilla’ hosting with less customization 	<ul style="list-style-type: none"> Global/Local LB - all apps on all servers (Horizontal Scale) Supports customizations through standard operations 	Hybrid : via simple & coordinated user requirements profiling at onboarding

ICC: Service Description – Service Component Owners

Intranet Competency Center Service Description	Legacy (Homestead)	Legacy (iTech)	Recommended solution [Intranet Competency Center (ICC)]
Service Component Owners			
Service Management (Process & Quality Management, Metrics & Reporting, Service Desk, Onboarding, Financials, Strategic Planning)	Service Delivery Team (SDT) (Not consistent, some still through Homestead – Dedicated/Shared)	Intranet Technologies (iTech) – Service Management Team	ICC (Intranet Competency Center)
Infrastructure Management (Network, Data Center Management, Hardware, Operating System, Monitoring, Capacity)	SDT	Enterprise Server Support	SDT (as a service offering to ICC in the service change, providing coordination to the infrastructure support teams)
Shared Hosting Support & Engineering (Web Application Hosting: ASP.net, Cold Fusion, Apache/Tomcat, SQL Reporting Services, Actuate)	Homestead Shared Homestead Single Site	iTech Shared iTech Dedicated	ICC
Shared Hosting Support & Engineering (Web Application Hosting: Websphere, JBOSS, Weblogic)	SDT and other disparate sites	Internet Technologies - Anurag Garhyan – mapped to Internet Services Group (George Tumas with dotted line to Bill Wood)	ICC
Shared Hosting Support & Engineering (Web Application Databases)	Homestead	Enterprise Data Management (EDM)	EDM / DBA
Intranet Consulting		iTech – Intranet Consulting Team	ICC
Intranet Development	Intranet Development Group	iTech - Intranet Development Team	ICC

ICC:

Immediate Significant Savings and Efficiencies

ICC will leverage significant opportunity to direct applications requiring hosting services to existing underutilized shared infrastructure.

- ✓ “Right Sizing”: New sites into existing underutilized shared infrastructure
- ✓ Consolidate: Existing standalone sites into existing underutilized shared infrastructure

Projected Savings Example based on a 1% Consolidation Rate Of Existing Sites:

Via ICC decisioning and user requirements profiling process, targeted existing standalone sites would be consolidated into the existing shared hosting environment. An opportunity has been identified which targets 1% (50 sites) of today’s estimated 5,000 standalone sites.

*Currently, it is estimated that the savings to host these 50 sites in a shared environment (as opposed to standalone) would be **\$8MM over 4 years** ($\$160k * 50 \text{ sites} = \$8MM$). This is based on today’s cost to deploy services and infrastructure for a new standalone site of \$160k over 4 years.*

Note: 1% consolidation rate used in example could be throttled higher for additional saves/avoidance.

ICC: Next Steps & Suggested Timing

- Obtain Executive Approval for ICC : 2 QTR 2009
- Determine Organizational Alignment of ICC : 2 QTR 2009
- Integrate Service Teams: 3 QTR 2009
- Create Hybrid Service Strategy and Model : 3 QTR 2009
- Begin Execution of Hybrid Service Strategy and Model: 4 QTR 2009
- Consolidation of Existing Dedicated Sites to Shared : 4 QTR 2009 – 3 QTR 2010
- Ongoing Service Process, Tools, and Environment Integration : 1 QTR 2010 – 3 QTR 2010