ArchiTech Consulting LLC

Shared Service and Cloud Computing Best Practice, Governance, Lifecycle Management

Day One: Shared Service and Cloud Best Practice with Business and IT Alignment

Build a foundation for Shared Service and Cloud Computing understanding, and provide a practical guidance with comprehensive content coverage and case studies to address the popular issues and confusions during practice.

Concept and Benefit Review

- Conceptual Model
- What Shared Service Means
- Major Benefits and ROI Estimate

Alignment of Business and IT

- Shared Service Vision
- Relationships with Enterprise Architecture
- Service Oriented Enterprise (SOE)
- Service Oriented Infrastructure

Case Study: "Why business model and cost model are important"

Service Models

- Service Structure: Layered Service Structure
- Service Oriented Business Architecture: Business as a Service
- Service Oriented Application Architecture: Composite Applications, Software as a Service
- Service Oriented Data Architecture: Data as a Service
- Service Oriented Infrastructure: Infrastructure and platform as services, frameworks, and ITIL practice

Case Study: "How to create shared service strategy and models for enterprise: Example Reviews and Lessons Learned"

Practice Approaches

- Service planning for enterprise views
- Service segmentation and federation
- Service componentization and layered structure
- Cloud or no-cloud
- Iterative and incremental

Day Two: Shared Service Governance and Lifecycle Management

Provide a comprehensive coverage in governance concept, model, content, as well as the governance practice references for shared service and cloud computing. It'll demonstrate how service lifecycle can be managed effectively with the help of shared service governance practice. Also, it'll demonstrate how shared service practice can be evolved towards higher maturity with a roadmap. Finally, we'll discuss where shared service and cloud computing are heading to.

Governance

- Governance domains
- Governance model
- A governance structure

Shared Service Governance

- Shared service governance definition
- Shared service governance model
- Shared service governance structure
- Shared service governance process
- Shared service governance rule and regulations
- Shared service governance guidance
- Shared service governance technologies

Shared Service Lifecycle Management

- Shared service lifecycle components
- Shared service lifecycle management with governance

Two Case Studies: Shared service governance practice in two different organizations

Shared Service Maturity Model and Roadmap

- Enterprise architecture maturity model
- Service architecture maturity model
- Shared service maturity model
- Shared service and cloud adoption roadmap

Where Shared Service and Cloud are Heading To

- Curent state and trend
- Business evolution associated with IT
- Collaboration environment and cloud computing
- Enterprise landscape evolution
- The challenges enterprises are facing
- How various efforts can work together cohesively

Content Summary and Discussion

About the Company

ArchiTech is a boutique architecture firm that provides consulting, R&D, and training services to IT enabled enterprises and businesses. Founded in 2002, it has provided services to both public and private sectors in enterprise architectures, enterprise solutions and system architectures, strategies, technical advisory, and professional training. ArchiTech Consulting LLC qualifies as a woman-owned and minority-owned disadvantaged small business.

Trainer Bio: Dr. Yan Zhao

Dr. Zhao has over 20 years work experience across academia, corporate research, software industry, and consulting services, with 17 years architectural leadership experience in IT strategic planning, enterprise architecture, solutions, system and software architecture, enterprise system modernization, and technologies. 6 patents granted, 4 patents pending, and a number of technical publications and presentations. She received a Ph.D in Computer Science and a Master in Mathematics from Arizona State University; and a M.S in Computer Engineering, a B.S in Computer & Telecommunications from Beijing University of Posts & Telecom.

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