

S I E R R A

High Risk / Low Complexity / Low Reward

DEC 2023

Low Risk / High Complexity / High Reward

CHAOTIC

Intensity



0 1 2 3 4 5 6 7 8 9 10

- Contentiousness
- Silos
- Ambiguity
- Shadow / Vacuum Solutions
- Inferred Expectations
- No Standards
- Zero Accountability

REACTIVE

Intensity



0 1 2 3 4 5 6 7 8 9 10

- "Service Desk"
- Plausible Deniability
- Silos
- Misalignment
- Few Standards
- Sparse Documentation
- Expectations Not Clearly Communicated
- Generic Best Practices Identified

DEFINED

Intensity



0 1 2 3 4 5 6 7 8 9 10

- Plan Developed
- Sparse Communication
- Broad Expectations
- SME Expectation
- Broad SLA Development
- Dependable Customer Resource
- Best Practices Aligned With Existing Environment

MANAGED

Intensity



0 1 2 3 4 5 6 7 8 9 10

- Proactive Manual Intervention
- Inventory Curated
- SLA Refinement in consideration of broader business objectives
- SME Expectation
- "Teach them to fish"
- Automation Narrowly Applied

OPTIMIZED

Intensity



0 1 2 3 4 5 6 7 8 9 10

- Predictive Intervention
- Wide Task Automation
- Event / Alert Based Automation
- SLA in-effect and integrated with broader IT Organization
- Enterprise IT Partnership
- Decision Making Authority
- Increased Customer Self-Sufficiency
- Best Practices Aligned With Future State

DATABASE GROUP