

High Risk / Low Complexity / Low Reward

**DEC 2023** 

Low Risk / High Complexity / High Reward

## **CHAOTIC**

#### Intensity

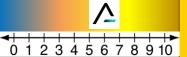
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0 1 2 3 4 5 6 7 8 9 10

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

## **REACTIVE**

#### Intensity



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

## **DEFINED**

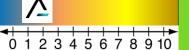
#### Intensity



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

## **MANAGED**

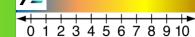
#### Intensity



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

## **OPTIMIZED**

## Intensity



- 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**