



White Paper

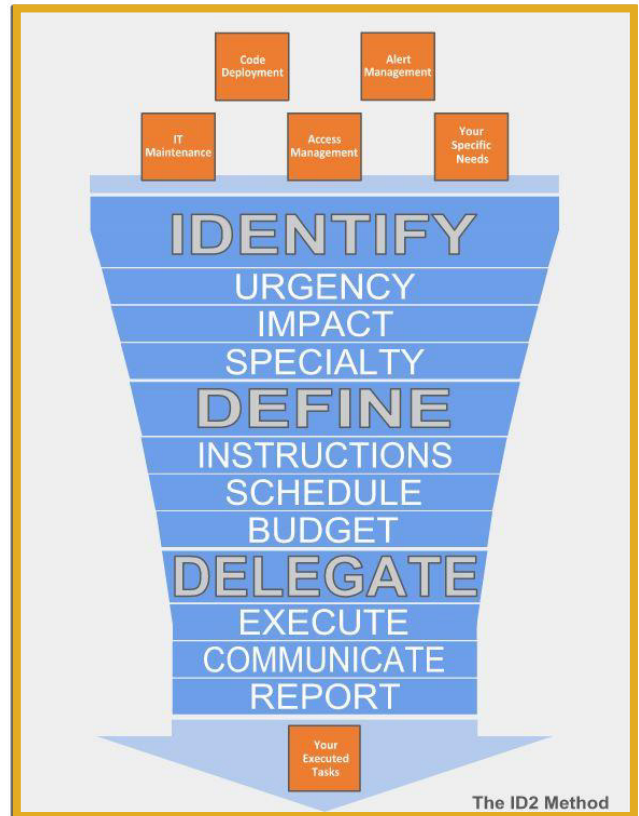
# Advance Your IT Agenda with the ID<sup>2</sup> Method

The ID<sup>2</sup> Method is a work management strategy designed to optimize the utilization of specialized IT team members.



As new technologies continue to rapidly reshape the business landscape, companies around the world are attempting to capitalize on the explosion of digital opportunities which surround them. From leveraging the power of new technological innovations to improve the efficiency and delivery of existing services, to capturing entirely new revenue streams through an expansion into untapped lines of business, companies must keep pace with this digital boom or face the possibility of losing ground to the competition.

To achieve this growth and transformation, companies are requiring more out of their IT organizations. The focus, from the perspective of the business, is that IT must expand past its current operational support duties and into a more proactive role. Leading these change initiatives on the frontlines. Actively shifting IT from a cost center to a profit center.



The challenge to IT leadership is how to achieve these new business imperatives while also providing continual deliver of existing services to the customer along with ensuring current systems remain healthy. As such, time truly becomes the greatest commodity for both IT leadership and the specialized, in-house knowledge workers delivering these changes.

The ID<sup>2</sup> Method is a strategic delegation frame-work designed to optimize the utilization and productive output of employees within the IT organization. ID<sup>2</sup> 's work-management strategy helps balance the responsibilities of key IT personnel, allowing for greater allocation of time and attention towards the higher value objectives of the organization.

ID<sup>2</sup> 's work-management strategy helps balance the responsibilities of key IT personnel, allowing for greater allocation of time and attention towards the higher value objectives of the organization. ID<sup>2</sup> also acts to alleviate many of the detrimental effects resulting from ongoing multi-tasking. These negative outcomes are responsible for cost-hiking factors such as prolonged completion times and delivery cycles, spikes in incidents of error, short sidedness in planning, and increases in turnover resulting from fatigue and attrition.

The ID<sup>2</sup> Method was designed to help IT organizations advance the long-term strategic objectives of the business

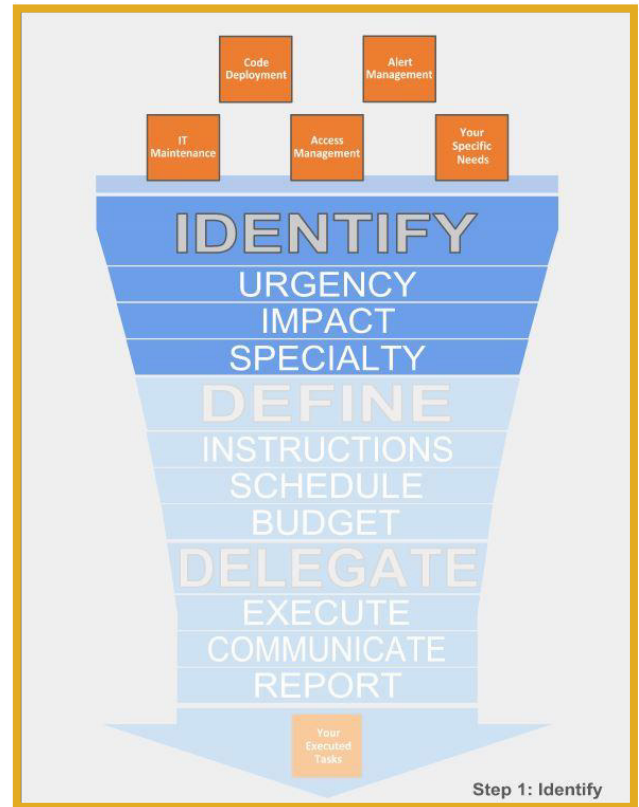
## Step One: Identify

The first step of The ID<sup>2</sup> Method begins with listing out the various IT tasks of your technology environment which routinely require attention from your in-house resources. This exercise can be done individually or as a group.

The goal is to identify the “lower value” tasks which divert focus, cause distraction, and affect the productivity of your senior specialists on the “higher value” objectives of the organization.

The ID<sup>2</sup> Method recognizes four generalized areas where these low-value IT tasks exist:

- Access Management
- IT Maintenance
- Code Deployment
- Alert Management



While many of the tasks within these categories are either urgent in nature, require the specialization of in-house talent or directly impact a strategic priorities of the organization, those which do not should be candidates for delegation.

The Task Evaluator tool can help you to populate your list and determine if a task should be delegated.

Once tasks are identified, 3 questions should be asked to determine if they should be delegated:

### URGENCY

Is the task of a critical nature or required soon?

### IMPACT

Does the task impact strategic priorities?

### SPECIALTY

Does the task require a core specialization?

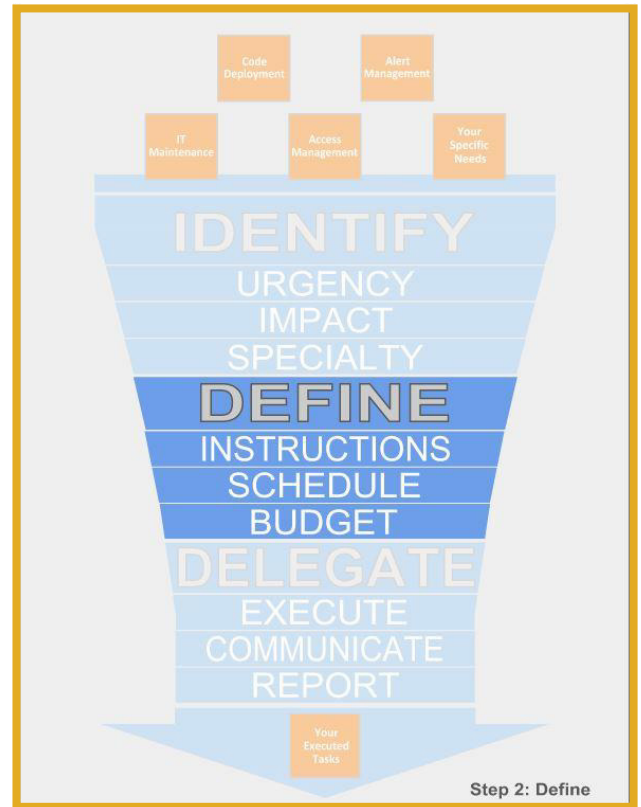
Consider delegating tasks which are not urgent in nature, do not impact strategic objectives or do not require in-house specialization.

## Step Two: Define

The second step of the ID<sup>2</sup> Method is to define each of the tasks your delegation partner will execute on your behalf. This definition is done through the use of a Standard Operating Procedure (SOP) document.

If you do not already have SOPs created for each of the tasks to be delegated your partner should be able to collaborate with you to create them as part of their service offering.

Whether, written, recorded, assembled through screenshots or a combination of the above, current communication platforms make the knowledge transfer process easy. Your delegation partner may have a preferred method.



Defined and active SOP's should be stored in a secured repository, whether on the client side or the partner's side, for easy reference. Any updates to the SOP should be done following a defined change management process.

Once procedural information has been transferred, a round of testing should be performed to ensure proper task execution prior to signing off and making the task active for delegation.

A properly defined SOP for use with a delegation partner should include:

### INSTRUCTIONS

Work requirements, communication plans & escalation procedures.

### SCHEDULE

When & how often the task should be performed if it is recurring.

### BUDGET

A predefined amount of time/cost the task should take without issue.

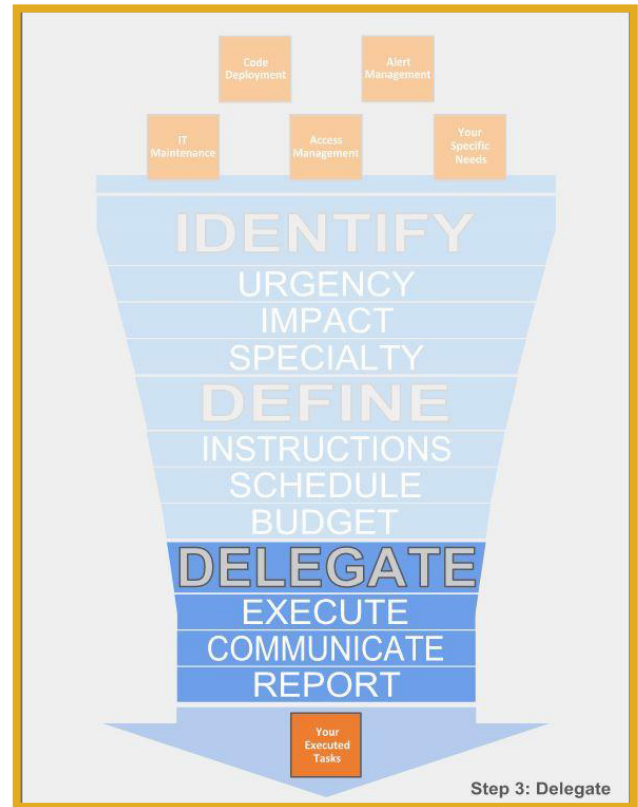
Task execution in accordance to a well defined SOP is imperative to a successful delegation relationship.

## Step Three: Delegate

The final step of The ID<sup>2</sup> Method allows your organization to start utilizing the time previously lost to low value tasks.

Once low-value IT tasks have been identified and defined you're ready to make them active for delegation requests. Depending on the relationship with your partner, task requests are made via email, phone or through a web portal. If your needs require it, your partner may also accommodate requests on a year-round, 24/7 basis.

Pre-scheduling recurring task execution is a prime benefit of the ID<sup>2</sup> Method, though another can be achieved by transferring process knowledge on additional tasks you do not currently intend to delegate.



- Last minute or ad-hoc requests
- After hour & weekend activities
- Vacations & unexpected leave
- Periodic spikes in demand

A delegation partner should include three components for each request:

### EXECUTE

Delegated tasks are performed to SOP-specifications On-Demand.

### COMMUNICATE

Transparent communication should be used during each step of task execution.

### REPORT

Data on task type & time can provide valuable insights into your existing processes.

Reporting from your delegation partner allows you to improve processes & understand your true “run rate”.

Enhancing your team with the ID2 Method is a cost-effective way to advance your IT agenda. Getting started is as easy as 1,2,3.

- 1. Identify** the low-value IT tasks distracting focus from your specialized in-house resources and ask the following questions.

### URGENCY

Is the task of a critical nature or required soon?

### IMPACT

Does the task impact strategic priorities?

### SPECIALTY

Does the task require a core specialization?

- 2. Define** the process and requirements of each task by collaborating with your delegation partner.

### INSTRUCTIONS

Work requirements, communication plans & escalation procedures.

### SCHEDULE

When & how often the task should be performed if it is recurring.

### BUDGET

A predefined amount of time/cost the task should take without issue.

- 3. Delegate** tasks as needed and reallocate the time savings towards the high-value technology priorities of the organization.

### EXECUTE

Delegated tasks are performed to SOP-specifications On-Demand.

### COMMUNICATE

Transparent communication should be used during each step of task execution.

### REPORT

Data on task type & time can provide valuable insights into your existing processes.

After putting The ID2 Method to work for themselves, these companies are accomplishing more with the current teams.

## INTERSTATE BATTERIES

Interstate Batteries uses The ID<sup>2</sup> Method to remove multiple weekly System Maintenance tasks from the responsibility of their Senior IT resources, gaining them an extra 30 hours each month, applied in part, towards enhancing existing ordering and inventory systems.

### TASK EXAMPLES

- Night/Weekend ERP Code Deployments
- System Patch Management
- Weekly Server Maintenance

### TIME REFOCUSSED

<b>7.5</b>	<b>30</b>	<b>360</b>
HOURS PER WEEK	HOURS PER MONTH	HOURS PER YEAR

## W.L. GORE & ASSOCS.

WL Gore's global system admin team gains 75 hours each month using The ID<sup>2</sup> Method for the majority of their routine System & Help Desk needs. The team has applied the time savings towards major upgrade initiatives & new application implementations.

### TASK EXAMPLES

- 24/7 Help Desk Triage & Dispatch
- User Provisioning: Terminate Separated Users
- System Monitoring & Notifications

### TIME REFOCUSSED

<b>18.75</b>	<b>75</b>	<b>900</b>
HOURS PER WEEK	HOURS PER MONTH	HOURS PER YEAR

## WILBUR-ELLIS CO.

The Wilbur-Ellis Company uses The ID<sup>2</sup> Method to delegate User Provisioning & Data Management tasks, saving on-staff IT resources 70 hours each month which is partially applied towards system expansion & development needs resulting from new acquisitions.

### TASK EXAMPLES

- User Provisioning: Add, Terminate or Modify User Security Profiles
- Report Compilations
- Monitor Archiving Processes

### TIME REFOCUSSED

<b>17.5</b>	<b>70</b>	<b>840</b>
HOURS PER WEEK	HOURS PER MONTH	HOURS PER YEAR

Let's discuss how you can win with your technology. Call us: **866-937-2224**