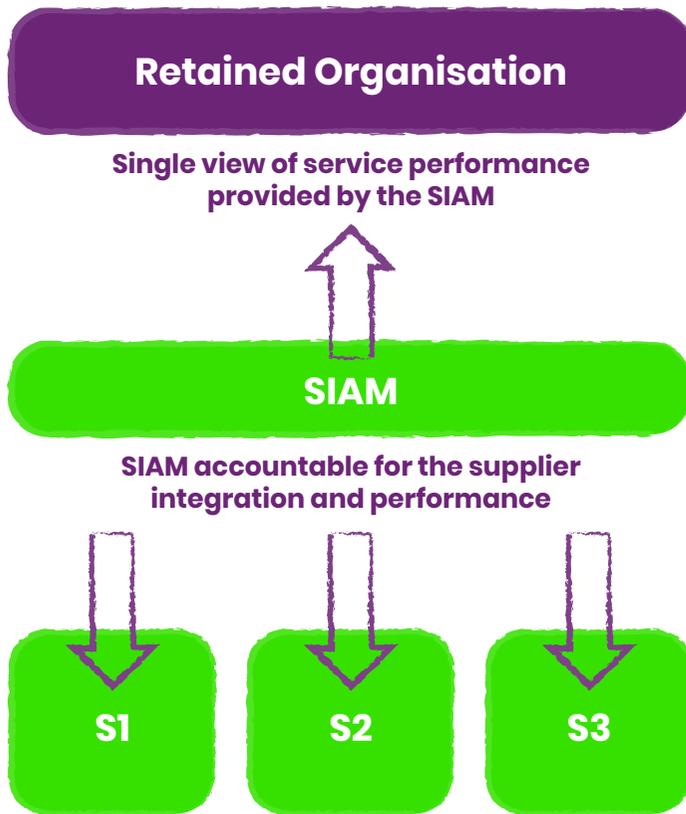




Option A: Outsourced SIAM



Benefits:

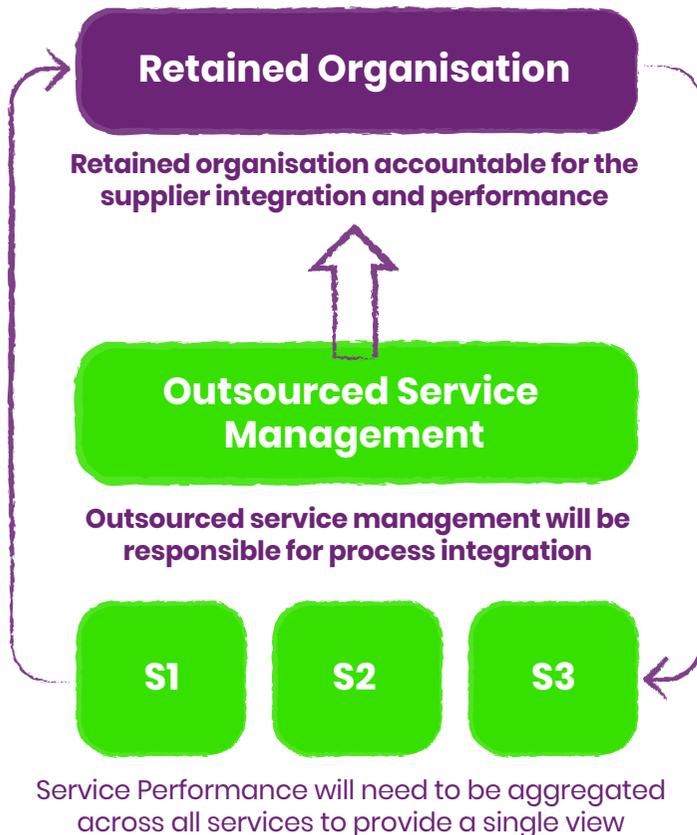
- It shifts multi-supplier performance risks away from the IT organisation while making the SIAM provider accountable and responsible
- The SIAM provider can be made to comply to financial and performance expectations in line with agreed statements of work including the stated performance service level agreements
- It allows the customer to leverage the process management capability and best practices of an experienced SIAM provider
- Outsourcing SIAM means flexibility of implementation as well as tried and tested integrator advice
- Enforcement and adherence to the SIAM discipline by all participating parties i.e. customer, integrator and suppliers
- Reduced retained staff need
- Enables easier separation of SIAM provider non-performance
- Single point of visibility and control
- Consistent governance, management and control

Risks

- Added complexity if it's not governed properly or if the retained organisation's third-party suppliers do not support a collaborative culture through transparency
- There could be resistance from suppliers to share their performance related oversights with the SIAM provider
- Provision of additional contracts or OLAs between Service Integrator and third-party providers
- Potential single point failure if wrong supplier selected
- Longer lead time to deliver as required detailed specification



Option B: Outsourced Service Management



Benefits:

- More suppliers to choose from who have the required knowledge and maturity levels
- Removed the need to run necessary capabilities without retraining or going to market for additional skills
- Less complex than SIAM therefore a shorter time to stand up
- Commercial process is easier
- Many service management providers have 'off-the-shelf' services which are a sufficient maturity for the interim state
- More influence over the touch-points and outcomes of the processes

Risks

- The accountability of the integration and reporting lies within the retained organisation which needs to ensure it has the capability
- The integration and reporting will require additional people with the right management capabilities which increases overall headcount
- Temptation to identify a limited number of processes to outsource resulting in more management for the retained organisation
- Finding the right suppliers who have experience of integrating processes across multiple suppliers
- Require a capable retained service management team for assurances

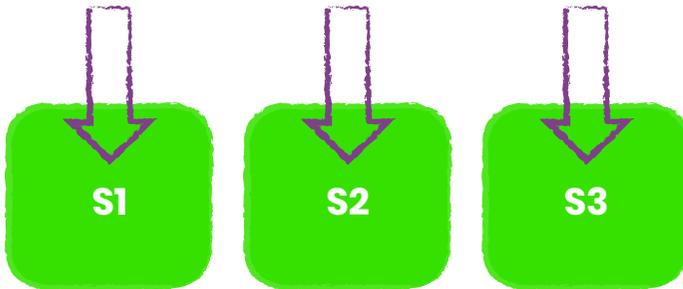


Option C: Inhouse Service Management

Retained Organisation

Full Ownership of Service Management

Retained organisation accountable for the supplier integration, performance, process and reporting



Benefits:

- Full control of all elements of service management
- Ability of customise more than the outsourced options
- Better knowledge of the business than an outsourced partner initially
- Underpins a 'build not buy' IT strategy
- Less complex to own and deliver
- Not constrained by scope limitations in a contract

Risks

- A lack of sufficient service management capability will limit the benefits delivered
- Acquisition of right skills for the capability areas will come at a price
- As the necessary outcomes are mapped to roles there is a high probability of deciding between the desired outcomes and a headcount increase
- Slowest route to meet the maturity desires of the organisation