Sierra Systems

Our Industries

Government
Justice and Public Safety
Health
Energy
Commercial

ORGANIZATIONAL EFFECTIVENESS

Management Consulting

CHALLENGE

In today's business world, an organization's Information Technology (IT) department needs to do more. You are expected to be more efficient, do more with less, and provide faster throughput, availability and reliability. This means operating effectively, accommodating changing business requirements smoothly without disrupting business operations or end user productivity and finally, being more customer focused, delivering high-quality IT services at a reasonable cost.

IT needs to run like finely tuned race car on the budget of an economy car. This requires high performing teams; proven, repeatable and managed processes; and a laser-like customer-focus that provides understanding and rapid response to customer needs. IT departments may not have the ability to meet these demands due to inefficiencies or problems in one or more areas of operations necessitating a re-evaluation its structure and how they perform.

Why Sierra Systems?

- We understand the challenges you face.
- We use best practice methods and tools to systematically address areas of inefficiency.
- We partner with you to design solutions that work in your environment.
- We help you quickly identify areas of opportunity with our low cost assessment.

OUR SOLUTION

At Sierra we believe organizational effectiveness matters. Our organizational effectiveness projects in the public and private sectors have improved our clients' ability to respond to changing market and organizational conditions. They are able to navigate the fast pace of IT change, and are able to reorganize themselves to become invaluable strategic partners to their customers. We help by simplifying complexity, and creating an efficient and agile IT organization that can deliver a high quality product or service that customers' want, when they need it.

OUR SERVICES

Sierra's organizational effectiveness services are supported by a structured, best practice methodology that systematically evaluates and aligns structure, governance, processes, and people to strategic goals. Our short but thorough assessment of your IT department provides a high level diagnosis and recommendations on areas of inefficiency. You can then decide which areas you would like to prioritize for improvement.

We further help you to design and develop a flexible solution to bring you to higher levels of performance all the while integrating and exercising organizational change management techniques to ensure that the solution is adopted by both your staff and customers. Finally, processes are put in place to ensure new habits and practices can be measured, monitored and sustained. Our flexible solution can be adapted to provide you with just the services you need, drawing from the components below.

- **Strategy:** A well-defined IM/IT strategy is essential and provides the foundation for organization design. We facilitate the definition of your drivers, vision, and capabilities to align with the overall organization's goals, and ensure the organizational effectiveness assessment and recommendations are fully aligned with this strategy.

- **Structure:** We draw on our vast, deep experience and current industry trends, to help you define and refine the organizational structure that works best for you, focusing on service quality and customer experience.

- **Governance:** A fully functioning governance model is critical for bringing IM/IT under control across the enterprise. We engage your leadership and stakeholders to understand what needs to be governed and implement the required structures and processes.

- **Process and Performance:** Consistent and rigorous processes cultivate knowledge. We partner with your subject matter experts to develop efficient processes to augment and support your organization's structure, align these processes to ITIL and foster capability through the sharing of information. Processes and services are then monitored through the establishment of service level agreements and key performance measures.

- **Workforce:** Understanding and enabling your current workforce is essential to organization effectiveness. We assist you to identify and grow the distinctive capabilities and competencies of both your staff and the organization as a whole, to increase performance and enable goal achievement. We help you build current and new competencies into your performance framework to measure and support continuous improvement.

- **Organizational Change Management:** Even the smallest change may have a people impact. To ensure the success of your effectiveness initiative, organizational change management tools and techniques are applied to facilitate collaboration, buy-in and ensure change readiness and change acceptance.

Learn More

To learn more about how Organizational Effectiveness services from Sierra Systems can benefit your organization please contact:

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