

# Professional Services Strategy Workshop

Define the strategy to transform your organization to a Digital Factory using IT4IT™ value streams as the standard for running tomorrow's digital business. This approach focuses on standardization, simplification, and enabling customer value.

## IT Management Benefits

**Collaboration:** Build relationships between the business that is running the Digital Factory and the IT Center of Excellence that is delivering the IT capabilities (operations support and best practices, process automation, governance, and AI). Improve the quality and velocity of digital product planning, building, delivery, and operation with a focus on customer value.

**Insight:** Use IT4IT value streams to improve information quality, cost, and performance across the Digital Factory. Make better decisions and increase transparency to the business.

**Optimization:** Use the IT4IT Reference Architecture to identify the critical control points for how digital factories and the IT Centers of Excellence can improve the planning, building, delivery and running of digital products, including their customer value, and deliver what is needed to the customer.

## The Digital Factory

The Digital Factory value streams are activities that deliver what users and the business need. OpenText helps you define performance requirements and outcomes by examining what and how a Digital Factory, or the IT Center of Excellence, delivers value. There are four groups of capabilities in a Digital Factory:

**Plan:** OpenText helps you plan your IT digital strategy and manage your digital product

portfolio and investments for the many Digital Factories and IT Centers of Excellence you may need. By taking an end-to-end view of the digital product portfolio for you gain better visibility into key components that are often overlooked during normal IT portfolio-planning activities.

**Build:** OpenText helps you build or source and test a new product release (or modify or sunset an existing one), using supporting methods such as DevSecOps and Agile. The goal is to ensure fast, predictable, cost-effective, high-quality results for IT releases to the business and Digital Factory releases to the customers.

**Deliver:** Create a single, consistent, digital catalog and an easy IT consumer experience across the many Digital Factories and IT Centers of Excellence in your organization. They receive goods and services to create and support the digital products of the Digital Factories and IT Centers of Excellence. It plays an important role in helping your IT organization transition to a service-broker model for orchestrating requests, delivery, and support for internal offerings such as Digital Factory and IT Center of Excellence and external (third-party cloud) IT services and support offerings.

**Run:** We help keep instances of digital products operating at agreed-upon levels, and get them back on track as quickly as possible when things go wrong. Furthermore, the capabilities aim to proactively understand

operational risk exposure and avoid problems before they occur.

## The Strategy Workshop Concept

The OpenText Strategy Workshop is a guide to define the strategy to address your IT challenges. The workshop is attended by decision makers and stakeholders, and is facilitated by the most senior OpenText consultants. It helps you answer two important questions before taking your next steps in your Digital Transformation:

1. What if you could see into the future and could quantify the opportunities and risks?
2. What if you could clearly see what you can achieve between now and the next three to 12 months, and how you would achieve it?

The Strategy Workshop is a practical walk-through that makes this possible in only one day, and helps you to:

- Understand and document the scope, scale, and critical success factors for your multi-supplier, cloud, and SaaS integration projects.
- Identify quick wins that generate momentum.
- Gain stakeholder buy-in and create staff support for any existing digital transformation project.
- Leverage frameworks and standards such as IT4IT, SAFe, ITIL, COBIT, and TOGAF.

- Lay out next steps in an easy-to-understand roadmap.
- Make informed strategy decisions related to value-centric, end-to-end service delivery.

### Nine Steps, One Goal:

#### Experience Digital Factories

To give you more insight into the critical success factors and stages of an IT transformation strategy, the Strategy Workshop demonstrates our approach by taking you through nine steps leading to the roadmap for success.

Journey to Value Roadmap discusses the following:

1. Setting the scene with analyst information for digital transformation.
2. What the Digital Factory is about.
3. Digital Factory capabilities
4. The critical data objects and architecture.
5. The current and to-be application architecture.
6. Sourcing and delivery options for realization of the architecture.
7. Software as a Service.
8. Design the operating model to run and transform.
9. KPIs and metrics for benefits management.

### Become an Organization with Digital Factories

Agile enterprises learn to continuously close the gap swiftly between what your customers expect and what you can deliver. By embedding technology into everything your organization does or delivers, it serves its customers, citizens, partners, employees, and clients. You can meet these instant expectations faster and more reliably with a digital enterprise, using Digital Factories to deliver differentiated and competitive advantages as it serves constituents of all types.

## Workshop Planning and Execution

### Planning

OpenText will schedule the delivery of this workshop at a time mutually agreed upon between OpenText and the customer during local OpenText standard business hours, excluding holidays, unless otherwise agreed by OpenText. Any services provided outside of standard business hours will be subject to additional charges.

### Location

The workshop is conducted onsite at an OpenText office location or can be conducted remotely by OpenText Professional Services consultants using a teleconference connection. It is required for the customer participants to travel to the OpenText office location or to attend the workshop remotely. If the workshop is conducted onsite, meals and beverages will be included.

### Facilitator

A facilitator will be assigned and available for duration the workshop to make sure notes and discussions are captured.

### Service Limitations

The service is limited to the scope and strategy and information gathering for the nine stages, and is conducted as a single, continuous event. For delivery purposes, the maximum participants are limited to 10 customer representatives.

This service is not designed as assessment of implemented customer capabilities, or as architectural or technical services delivery work for specific OpenText products. Additional Digital Factory consulting or product value realization or value optimization services can be accommodated at additional cost through either a Statement of Work or by means of procuring 5-day consulting SKU's. This service offering also does not include the sale of additional OpenText products or support services, which shall require the necessary terms

and conditions for such purchase pursuant to a separate agreement between the parties.

### Customer Responsibility

To ensure a successful Service implementation, you must:

- Ensure that all Service prerequisites as identified in the Service Eligibility section are met.
- Contact the OpenText Professional Services Client Principal within 90 days of the date of purchase to schedule the delivery of the Service.
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist OpenText in scheduling and facilitating the delivery of this Service.
- Provide access to the selected 10 key stakeholders for participating in the workshop, including business and IT CxOs, SVPs and VPs, and other stakeholders such as lead architects, portfolio managers, and IT capability managers.
- Ensure travel to the OpenText office location, and if required, organize lodging for its staff attending.
- Attend OpenText teleconference calls in the case where the workshop is organized as remote session. The customer must be able to access OpenText teleconference technology or provide an alternative online meeting capability.

### Duration

Delivery of this Service will not exceed a total of one day.

### Why OpenText Professional Services

OpenText Professional Services provides unmatched advisory and delivery capabilities with a comprehensive set of Value Discovery,

Value Realization, and Value Optimization services. Aligned with the OpenText product portfolio, these services ensure you get maximum benefits from your investment with OpenText. You receive access to unique intellectual property that helps you drive innovation through streamlined and efficient software delivery.

- Technology-agnostic implementation advice without vendor lock-in and/or rip-and-replace.
- More than 40 years of experience helping large, complex, organizations around the world realize value from their OpenText software investments.
- Proven OpenText software solution implementation expertise.
- Rich intellectual property and unparalleled reach into product engineering.
- Education and support services to ensure enablement and adoption.

## Terms

**OpenText Customer Terms-Professional Services.** The services described in this data sheet ("Services") are subject to the *OpenText Customer Terms—Professional Services* posted at [www.microfocus.com/en-us/legal/end-user-agreement-terms](http://www.microfocus.com/en-us/legal/end-user-agreement-terms) (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

**Rescheduling.** Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies OpenText of rescheduling less than ten (10) business days prior to the offering start date, the obligations of OpenText to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

**Change in Scope.** Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

**Services; Acceptance.** Services do not include hardware maintenance and repair,

software maintenance, or other standard support services provided by OpenText; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services OpenText may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

**Authorization to Install Software.** During the provision of Services, OpenText may be required to install copies of third-party or OpenText-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes OpenText to accept all Shrink-wrap Terms on Customer's behalf.

**Existing License & Support Agreements.** Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from OpenText or any other party unless expressly provided for in the applicable data sheet.

**Payment; Validity.** The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, OpenText's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

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