

## THE HPA FRAMEWORK

# IT OPTIMIZATION: ASSET MANAGEMENT

### Asset management is challenging – and changing.

Keeping accurate, up-to-date information on IT assets is hard work. And with a litany of possible safety and security challenges, risk mitigation is an enormous factor. This is the approach HPA takes for our IT clients.

#### PROBLEM #1

## AMBIGUITY

- Asset documentation is inconsistent or incomplete
- Limited awareness of asset interdependencies and asset-process dependencies
- Component risk maps not granular, masking relative risk magnitude

#### HPA ACTION #1

## CREATE CLARITY

1. Create current state maps
2. Evaluate component/systemic risk
3. Develop reporting tools to de-average risks and make risk distribution transparent
4. Develop quick response mitigation tactics for critical near-term risks
5. Build longer term plan to de-risk architecture

#### PROBLEM #2

## DISORDER

- Prioritization driven by urgency – not strategy
- Inadequate business cases; limited value realization
- Talent, time, capability constraints not part of prioritization framework

#### HPA ACTION #2

## BUILD STRUCTURE

1. Clarify business strategy and future state architecture
2. Craft intermediate state architectures using boundary conditions to guide path forward
3. Create prioritization framework & governance processes to drive and reward value realization
4. Identify/optimize portfolio based on financial and human resource constraints

#### PROBLEM #3

## COMPLEXITY

- Highly complex work processes
- Late, incomplete, over-budget projects are the norm
- Lots of crisis intervention
- Heavily congested workflows
- Inconsistent asset management practices

#### HPA ACTION #3

## RESTORE SIMPLICITY

1. Establish performance objectives and process
2. Design/implement synchronized work release process
3. Carve out resources for exceptions, emergency work
4. Adopt disciplined asset management practices to ensure ongoing asset awareness
5. Design and implement more robust IT service model

Visit [highpoint-associates.com](https://highpoint-associates.com) to learn more about our approach to IT Asset Management.