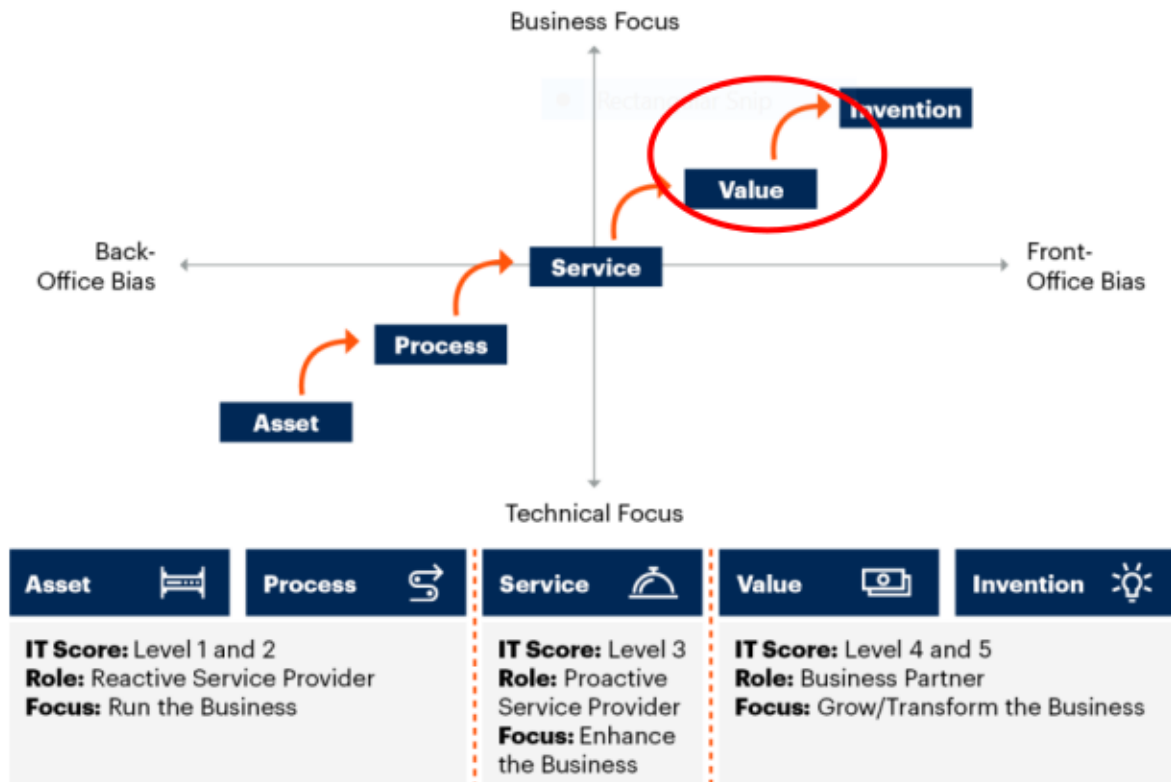


Target Operating Model Pattern

“We have identified five major I&T operating model patterns: asset, process, service, value and invention. Each pattern reflects a difference in the enterprise strategic context and specifically, the anticipated value from I&T. As the names of the patterns suggest, each orchestrates the operating model components around what is being optimized. Thus, whatever the patterns focus on optimizing is a key differentiator between them.”

The Five I&T Operating Model Patterns



Source: Gartner

Our ambition is to develop DDaT function so that it can evolve past the service optimisation pattern to the value optimisation pattern.

This will require a significant evolution in IT operations and the internal structures and process of the department.

For YLvC to achieve its strategic ambitions, it is essential for DDaT to become more user centric, and business focussed. Delivering products and services that can drive service improvement, enhance the staff, supporter and customer experience as well as contribute to innovation, impact and insight.