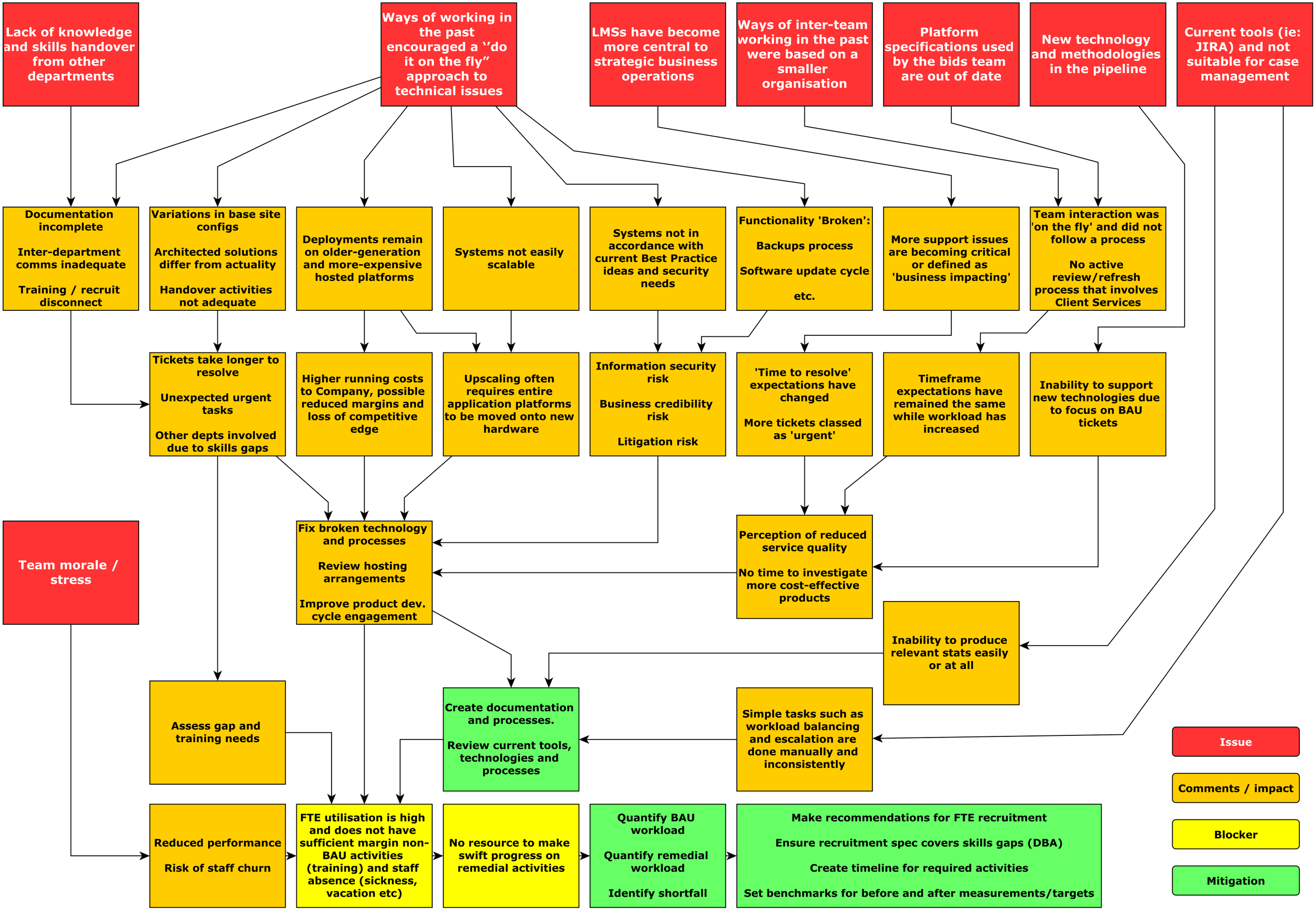
Lack of knowledge and skills handover from other departments
Ways of working in the past encouraged a "do it on the fly" approach to technical issues
LMSs have become more central to strategic business operations
Ways of inter-team working in the past were based on a smaller organisation
Platform specifications used by the bids team are out of date
New technology and methodologies in the pipeline
Current tools (ie: JIRA) and not suitable for case management
Documentation incomplete
Inter-department comms inadequate
Training / recruit disconnect
Variations in base site configs
Architected solutions differ from actuality
Handover activities not adequate
Deployments remain on older-generation and more-expensive hosted platforms
Systems not easily scalable
Systems not in accordance with current Best Practice ideas and security needs
Functionality 'Broken':
Backups process
Software update cycle
etc.
More support issues are becoming critical or defined as 'business impacting'
Team interaction was 'on the fly' and did not follow a process
No active review/refresh process that involves Client Services
Tickets take longer to resolve
Unexpected urgent tasks
Other depts involved due to skills gaps
Higher running costs to Company, possible reduced margins and loss of competitive edge
Upscaling often requires entire application platforms to be moved onto new hardware
Information security risk
Business credibility risk
Litigation risk
'Time to resolve' expectations have changed
More tickets classed as 'urgent'
Timeframe expectations have remained the same while workload has increased
Inability to support new technologies due to focus on BAU tickets
Team morale / stress
Fix broken technology and processes
Review hosting arrangements
Improve product dev. cycle engagement
Perception of reduced service quality
No time to investigate more cost-effective products
Inability to produce relevant stats easily or at all
Assess gap and training needs
Create documentation and processes.
Review current tools, technologies and processes
Simple tasks such as workload balancing and escalation are done manually and inconsistently
Reduced performance
Risk of staff churn
FTE utilisation is high and does not have sufficient margin non-BAU activities (training) and staff absence (sickness, vacation etc)
No resource to make swift progress on remedial activities
Quantify BAU workload
Quantify remedial workload
Identify shortfall
Make recommendations for FTE recruitment
Ensure recruitment spec covers skills gaps (DBA)
Create timeline for required activities
Set benchmarks for before and after measurements/targets
Issue
Comments / impact
Blocker
Mitigation