

# INCREASE ROI WITH OPSASTO

*Operational  
Readiness  
enables  
business  
success.*

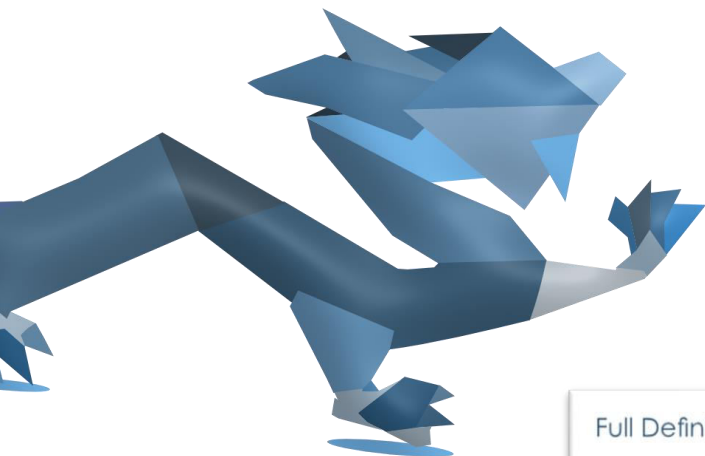
Berlin, April-2017

## LOOKING PAST THE PROJECTS' ENDING

A Project does not generate value until it has delivered something that can be used. With an agile delivery approach this point comes quicker than with a waterfall approach. Still, all projects end and thus have a limited horizon. It is difficult for a project to look past its own shadow and prepare for the period after the project is finished.

## OPERATIONAL READINESS MATTERS!

An organization that does not prepare for this operational phase, can be found struggling with issues long after the introduction and risk diminished returns on their investment.



Full Definition of OPSASTO

OPSASTO 

noun | op-sas-to | \àp-sæ's-tó\

1 : Application of assurances activities in eight key areas to enhance operational readiness before GoLive. Opsasto brings quality to IT operations and helps businesses to focus on value.



## BENEFITS OF FIRST TIME RIGHT

---

The cost for resolving an issue is generally significantly higher when the service is in full use.

That is why Opsasto aims to do it right the first time and ensure operational readiness before GoLive. A capable and ready organization will enable a business or the customer to use the IT service to its full potential.

**O**perations  
**A**ssurance and  
**T**ransition to  
**O**perations  
(*Opsasto*)

## OPSASTO BRINGS A LIFECYCLE AWARENESS TO A PROJECT

---

Opsasto is a structured, risk based and scalable approach for assuring the quality of an IT Service and its operation.

The methodology enhances “Operational Readiness” at the point of Go Live by looking at eight assurance areas and gives the operational IT aspects a stronger voice in the project. The longer term operational horizon will balance out the project’s shorter term focus.

## PROJECT UNDER STRESS

---

No matter whether you are using a waterfall, an agile or a mixed approach, every project has its constraints. At some point in time a project will come under pressure and when this happens, the risk that a tradeoff on quality is made increases.

Common examples are improvised hacks that become permanent solutions, lacking security controls, lacking support for users and unmanaged business change. These risks are often accepted because of insufficient understanding of the long term impact.

## TAKING RISK

---

Project stakeholders don't make value decreasing decisions because they do

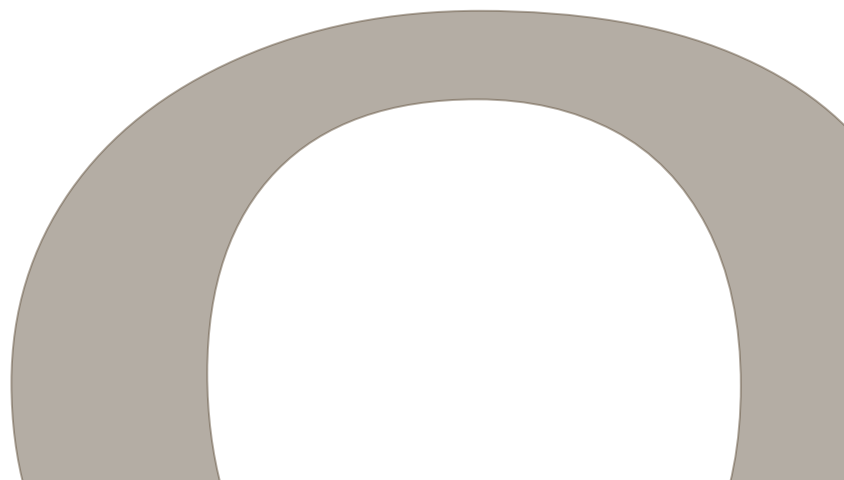
not have the organization's best interest in mind. They make these decisions because they do not have quality operational insights available and fully appreciate the impact of their decisions.

## THE BALANCING ACT

---

The conundrum is that from a project's limited horizon a tradeoff often seems reasonable and the risk limited. However, only when a tradeoff is put against the longer horizon of the full service lifecycle you have a full overview of the risk exposure.

OPSASTO provides a counter balance for the projects' limited lifecycle horizon.



# THE EIGHT OPSASTO ASSURANCE AREAS

---

1.

**Budget:** Ensure the end-to-end operational costs are clear and that it is known how these costs will be (re)covered.

2.

**Architectural Assurance:** Verify that the service can deliver on the quality requirements through test, simulation and production verification.

3.

**Support Model:** Design and implement an end-to-end support model with the needed functions, the selected providers that are involved in delivering the support for the service according to the Service Level Objectives.

4.

**Knowledge Capturing & Transfer:** Ensure documentation required by the support teams is in place. That it can be easy found and

accessed. Ensure training of the users and support teams has taken place.

**Contracts:** Ensure that SLA's, OLA's, 3rd party support contracts, SOW's, and any other contracts needed to deliver the end to end operational service are in place.

**Tooling and Processes:** Design and Implement relevant support tools and processes

## Information Risk

**Management:** Verify that required IT controls are in place and are working as expected (Design Effectiveness tested)

**Cutover Plan:** a plan that describes how after Go Live the support is transferred from the project team to the support organisation and what the criteria are for operations to accept operational accountability.

5.

6.

7.

8.

## HOW TO USE OPSASTO

---

For a waterfall approach, include Opsasto deliverables in each project phase. When using an agile delivery approach, Opsasto deliverables can be included in the project backlog or the definition of done.

## BENEFITS OF OPSASTO

---

- An organisation can focus on harvesting business value and further maturing service instead of fixing operational issues
- More secure & reliable operation of the service
- More reliable estimates of operational costs
- Higher organisational readiness at point of Go Live

## CHARACTERISTICS

---

- Opsasto is a risk based, Fit for purpose approach. It uses risk analysis to determine initial Opsasto scope
- It is Scalable with project and organisation needs.
- It is flexible. It can be run as an independent work stream in waterfall projects or included as product backlog items and definition of done requirements in agile projects.

[take a look at the operational readiness services](#)



[www.opsasto.com](http://www.opsasto.com)