The VMware Organizational Agility Workshop is designed to create business value by moving IT teams beyond a cost center and into true internal strategic alignment through IT as a service. Delivered by BTS and VMware® Accelerate™ Advisory Services, the VMware Organizational Agility Workshop is a full-day facilitated experiential learning classroom event.

**Enable More Effective Execution**

To create an agile, change-responsive, service-oriented IT organization, the role of IT and its relationship to the business must evolve from a reactive, rigid structure to one that is more proactive, innovative and dynamic. The key to the success of this transformation is a symbiotic partnership between IT and the lines of business, driven by executive sponsorship.

Agility is the result of a combination of factors that enable an organization to operate holistically, in an efficient and effective model. An agile IT organization

- Focuses on outcomes
- Is defined by broad generalist IT skills and competencies
- Functions with a service mentality that is synchronized with business priorities
- Leverages an elastic tool set to deliver a service catalog that drives business value and revenue growth
- Has a strong governance model that maintains the alignment of roles and responsibilities with work streams and packages
- Establishes individual and organizational performance measurements

As executives strive to make their IT organizations more agile, responsive and service-oriented, many seek best practices that foster and accelerate transformation and the adoption of IT-as-a-service (ITaaS) delivery models. In response to this need, VMware has partnered with BTS—a global leader in developing and delivering high-impact experiential learning initiatives—to offer an Organizational Agility Workshop. This workshop develops the alignment, mindset and capabilities necessary to become a service-focused, ITaaS-based IT organization by identifying and clarifying roles, priorities, performance measurement, training needs and cost estimations.

Delivered by BTS and VMware Accelerate Advisory Services, the VMware Organizational Agility Workshop is a full-day (eight-hour) facilitated experiential learning classroom event for 10–30 participants. Prior to the workshop, VMware consultants conduct due diligence to understand the unique needs of the organization. The workshop concludes with a post-event report for the executive sponsor.

**Workshop Objectives**

The VMware Organizational Agility Workshop is designed around a single goal—to create business value by moving IT teams beyond a cost center and into true internal strategic alignment through ITaaS. This enables high-performance organizations to capitalize on revenue growth, cost reduction, asset efficiency, governance, security, risk and change management. To achieve this goal, the Organizational Agility Workshop leads IT and line-of-business teams through an experiential discovery and learning process that defines ITaaS and what it can deliver in conjunction with outsourced business processes and business-value scalability when enabled by software-as-a-service (SaaS) capabilities. This discovery is based on the recognition that core service mentalities are changing and that IT organizations must take steps to become more nimble and proactive.

The Organizational Agility Workshop is built around the understanding that three critical components are required for effective execution: alignment, mindset and capabilities.

By developing the mindset, organizations foster a symbiotic understanding of why the alignment between lines of business and IT will bring greater value to the business. Then the team develops a plan for how to create the future state organization using its capabilities—the people, systems and structures of the organization. Throughout the process, teams gain an understanding of the gaps that exist relative to industry best practices, as well as the vision, goals and objectives of the business.
Skills and Behaviors

In high-performance organizations, executives align resource skills and competencies to meet business expectations. They understand desired business outcomes and use that understanding with a service approach to make better decisions. The Organizational Agility Workshop provides the tools organizations need to become better attuned to the needs of their business. The workshop promotes greater alignment with business needs, identifies ways to streamline communication, and improves quality of service by shifting from a reactive to proactive orientation. The workshop enables IT organizations to develop a service mentality that is driven by performance measurements, based on developing internal service-level agreements (SLAs), and derived from key performance indicators (KPIs) aligned to the critical success factors of ITaaS. In addition, the workshop provides an ideal format and opportunity for teams to understand the IT service catalog, defining critical versus noncritical functions and looking beyond cost to uncover true business value.

Indicators and Metrics

Performance measurement is a critical requirement for developing an organization’s service mentality and business value partnership. To be relevant in a competitive environment, teams must meet and exceed customer expectations—both internally and externally. Although each organization is unique, the workshop experience stimulates development of an organization’s specific performance metrics by providing example KPIs and best practices common across industries.

Get Started

The VMware Organizational Agility Workshop provides the opportunity for enterprise IT organizations and lines of business to collaboratively identify ways to create an agile environment that embraces change and fosters a strategic partnership between both parties. The workshop enables better decision making and helps teams improve financial responsibility by maximizing ROI and minimizing TCO. Organizations will gain the strategic business agility that delivers real business results. To learn more, email accelerate@vmware.com.