

Our Capabilities

IT Strategy & Planning

Is IT delivering value outcomes for the whole organisation?

Increasingly, business executives and managers are becoming more aware of the importance of IT for their business, and IT savvy enough to devise their own strategies to leverage the power of IT.

As a result, CIOs and IT managers know that their span of control over each IT decision is being challenged, and they increasingly see their role as influencing business stakeholders and leading the effort of the IT teams to generate a value outcome for the whole organisation.

Our Approach

Pitcher Partners, through its principles, methodology and consultants, has a unique set of capabilities to support its clients deliver clear strategy and planning outcomes.

Pitcher Partners' key **principles** of a successful IT strategy or IT planning exercise are:

- early and constant engagement of key stakeholders;
- ownership and accountability;
- value based thinking;
- specific and pragmatic outcomes that can be implemented.

The Pitcher Partners **methodology** provides a process that delivers on these principles through:

- robust governance framework and processes throughout;
- articulation of organisation drivers including needs and challenges;
- gathering of competitor and industry intelligence;
- prioritisation using criteria such as value, criticality and do-ability;
- articulation of options for IT delivery on these initiatives;
- finalisation of strategies and/or plans for endorsement by senior executives;
- detailed resources or financial planning to action strategies.

Pitcher Partners are experienced in both business and IT, across a wide range of industries, making them ideally placed to help an organisation deliver a value outcome for IT.

The results are medium to long term strategies supported by a short to medium term pragmatic programme of work that is used and maintained by IT and the business as a change agenda delivering the required value outcome across the organisation.

We engaged Pitcher Partners to work with our teams to assist in developing our IT and eCommerce strategies, two items high up on the agenda of the recently defined four year business strategy agenda.

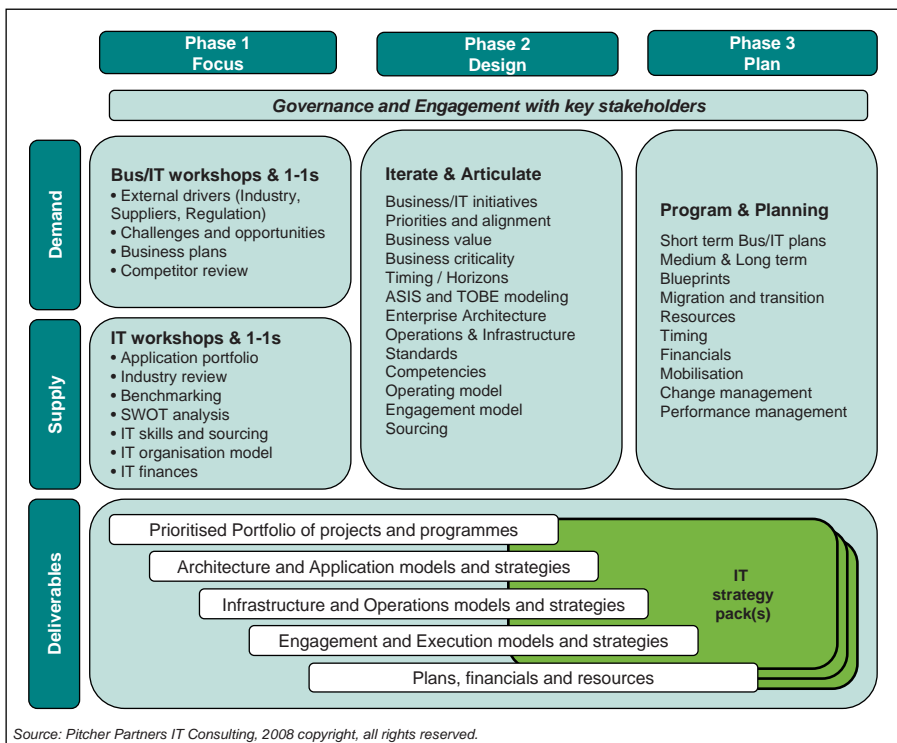
Pitcher Partners has extensive experience in this field and brought a team of experts to act as mentors to the ESSSuper teams and facilitated the business engagement through the project.

The objectives were for Pitcher Partners to provide approach and frameworks, as well as industry expert knowledge to assist key ESSSuper stakeholders to be self sufficient in taking the strategy forward.

The final outcome was very well received and endorsed, and our teams are now able to influence and contribute more pro-actively to the ESSSuper overall agenda.

We would like to recommend Pitcher Partners as an excellent provider of IT services in this field.

Brad McSwain, GM Strategy
Emergency Services & State Super



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IT Strategy Development Framework

Pitcher Partners facilitated a broad and deep engagement across the various services of the Mercy Health Group helping us articulate a 3 year IT strategy.

The clarity provided by the portfolio of initiatives identified, supported by analysis of IT “do-ability”, allowed us to make a set of strategic decisions on our agenda and embark more confidently on a two-year programme of work.

Pitcher Partners kept key executives engaged through the project, ensuring effective decision making and accountability for the plan that we still use as a guide more than a year after sign-off.

Carlos Arribas, Chief Information Officer
Mercy Health & Aged Care

Our Deliverables

Pitcher Partners’ IT strategy deliverables include:

- a prioritised portfolio of business and IT projects and initiatives, endorsed by the relevant governance bodies;
- a set of underlying system changes and architecture models articulating the transformation required (i.e. consolidation, replacement, extension);
- a set of infrastructure models and initiatives articulating the underlying changes required to support the transition;

- an assessment of the IT team and organisation, with recommended changes required to the organisation, processes and skills (execution and engagement);
- when appropriate, the IT strategy can extend to detailed planning and deliver the first year detailed projects and activity plans, including Opex and/or Capex financials and resource plans.

In addition to the above, Pitcher Partners work with all key stakeholders across business and IT and sometimes with external organisations to deliver increased levels of collaboration, clarity and trust.

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