

# Outsource Your IT Infrastructure

Improve System Availability, Reliability and Recovery



**Make the right outsourcing choices and build a strong partnership with your service providers to maximize your success.**

There are very few IT infrastructure components you should be housing internally – outsource everything else.

## Four Keys to Outsourcing Success



Decide what to outsource based on criticality of applications and risk factors involved.



Cost and strategic fit should both be factors in the deployment model decision.



Develop an RFP based on your current and future requirements.



Treat your vendor as partner – collaboration works much better than penalties do.

# 5 STEPS: Outsource Your IT Infrastructure



## STEP 1

### Access the infrastructure outsourcing profile

- Assess whether the organization is ready to outsource its IT infrastructure.
- Determine what to outsource.
- Select an outsourcing deployment model.

#### Insights:

- Don't be afraid of outsourcing the infra-

structure supporting your most critical applications.

- The best deployment model for your context should align with your business' risk appetite, competitive landscape, and rapidity of growth.



## STEP 2

### Structure the project

- Define project goals.
- Clarify project roles and responsibilities.
- Develop a business case to achieve management buy-in.
- Determine metrics to measure success.



## STEP 3

### Identify your requirements and develop a RFP

- Develop an RFP that reflects your short-term and long-term requirements

#### Insights:

- Don't select a provider for what your company is today – select a provider for what your company will be years from now.



## STEP 4

### Evaluate RFP response

- Select the best vendor for your needs.

#### Insights:

- Select providers that offer a breadth of offerings, including co-location, managed services, and cloud-based offerings, and those that have more than one data center locations.

• Demanding exceptions to standard processes does not result in exceptional service. The vendor will typically have a standard SLA, which should be used as the basis of negotiation.

- Don't expect financial penalties for non-performance to protect you from underperformance or poor service levels.



## STEP 5

### Manage the transition and vendor relationship

- Plan for a smooth transition to outsourcing.
- Build a collaborative ongoing vendor relationship.
- Measure your project success.

#### Insights:

- Managing the transition requires attention to technology, process, and staffing changes.
- It takes approximately 0.7 FTE (full-time-equivalent) to manage the vendor relationship.

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