What is Technology Business Management?

Convey value about IT investments
Understand where IT costs are going
Processes & Principles
Use cost information to make data driven decisions
Run IT like a business
Technology Business Management Program Changes

**Standardization**
- Consolidated 19 separate cost mapping projects into 1
- Moved to industry standard taxonomy
- 44 agencies – Using template process for agency cost mapping

**Impacts of standardization**
- Increased agency adoption rate
- Leverage “Out of the Box” reporting
- Improved Benchmarking – Agency to Agency & Agency to Industry

**Results**
- CIO now have insight into shadow IT in the agency
- Quickly identify coding gaps related to IT spend
- Improved view into new IT spend versus M&O IT spend
Facilitate Agency Success

- Coordinate with agencies to deliver agency value based on agency needs.

Streamline Processes

- Develop standard and scalable cost model.

Maintain Industry Awareness

- Stay up to date on industry changes that will impact Washington State.
Department of Licensing

Danielle Blanchard, Portfolio Analyst
Evaluate IT Capabilities

They ask

• What is the cost to support the legacy vs modernized system?
• Why does IT cost so much?
• What is our IT cost allocation strategy?

We ask

• Are the business results worth the level of IT investment?
• Are IT staffing levels competitive?
• Can we prove our IT investment success?
Analyze IT Capabilities

- IT value
- Strategic planning
- Service management
- Industry bench marks
- Data quality

Transparent IT Costs

Business transactions
Business services
IT services
IT towers
$$

Technology Business Management
TBM Model

Business Capabilities | Business Units

Business Application Services

Technology Services | End User Services

Projects

IT Towers

Cost Pools

General Ledger
TBM Framework

Continuous Improve

Plan and Govern

Run-the-Business

Cost for Performance

Business-Aligned Portfolio

Investment in Innovation

Enterprise Agility

Value Conversations

Create Transparency

Shape Business Demand

Deliver Value for Money

Position for Value
Health Care Authority

- Kami Burnette, Management Analyst
About HCA IT
Historic Cost Coding Approach
Small Office Constraints
Coming in ‘Green’
Rethinking Processes
Stakeholdering TBM Internally
Increased Efficiency
Fostering a Common Language