SERVICE ARCHITECTURE

CASE STUDY

Part of the Earthquake Commission's (EQC) organisation wide transformation has been to raise the capability of its IT operations. This has included the transition of its IT operations to an outsourced service model and undertaking other significant activities to improve the services it provides the business.

The complex change, which happened at pace, made it imperative for the IT Team to take a step back and analyse its service portfolio and design it to enable its operating model to achieve EQC's desired business outcomes.

The IT Team engaged CoDigital to use its service integration   expertise and structured approach to deliver the essential artefacts and plans needed to support change and decision making in their environment and maximise the benefits from current investment.

> **"The CoDigital team was brought into EQC to assist me, with understanding our Service Architecture and ICT Roadmap. The team took a collaborative approach to building this picture and helped drive an investment case, that successfully went through Executive and Board approval."**
>
> Sharon Masters, Head of System Operations and Services, EQC

BUSINESS OBJECTIVES

- Service performance is effectively managed through clear understanding of EQC's service providers, the service interrelationships and dependencies
- Effective service change management where business disruption risks are minimized because there is complete visibility of EQC's integrated IT service portfolio
- All current Service Agreements reflect each party's accountability and responsibility for each service component
- Quality assurance of IT Managed Services transition service design activities and deliverables
- Positioning for future business change

OUR CLIENT

The Earthquake Commission is a New Zealand Crown entity investing in natural disaster research, education and providing insurance to residential property owners. They deliver the three core functions that are essential for New Zealand to effectively manage natural disaster risk; Providing natural disaster insurance for residential property, administering the Natural Disaster Fund, including its investments and reinsurance, and funding research and education on natural disasters and ways of reducing their impact.

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OUR APPROACH

This initiative was completed in a period of significant change for EQC's IT team. To maximise the value of time with the team we first reviewed, analysed and captured the information from EQCs Master Services Agreements, commercial documentation, billing and other key artefacts. We captured our findings applying the CoDigital Service Taxonomy and RASCI model using our experience and market knowledge to identify potential gaps and opportunities.

We then explored our findings with the key stakeholders identifying further information and completing the service architecture efficiently together. Through this process an IT service portfolio roadmap outlining the direction for the services was also defined.

The CoDigital team collaborated with EQC's Commercial and Technical teams to develop the RASCI information. This ensured the future state requirements and organisational change requirements were included in the model.

Brief update sessions were regularly held with the Initiative Sponsor to support progress, discuss our findings and make prompt decisions.

PARTNER

OUTCOMES

- Delivered the Customer Services Delivery Service Architecture. This service catalogue gives a clear view of EQC's service providers involved in the delivery of IT services, the points of integration and responsibility.

- A future state RASCI for the Customer Services Delivery operation that covers applications, service lines, and supporting processes.

- An IT service portfolio roadmap capturing the actions required to deliver and enhance the service catalogue items.

- Delivered requirement collateral to support upcoming sourcing and commercial management activities.

TEAM

SUCCESS

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