Microsoft IT Data Management Maturity

Data to match the business velocity and accelerate the organization’s evolution towards Real-Time Enterprise!
Agenda

- The Microsoft IT Landscape
- Microsoft IT Transformation to Real-Time
- Integrated Data Management (IDM) Initiative
  - IDM Goals and Objectives
  - IDM Results and Recommendations
  - Recommendations and Implementation
The Microsoft IT Landscape

**Enterprise**

- **1,100+** LOB apps managed by IT
- **1M+** Devices hit the Microsoft network
- **185,000** Users
- **108** Modern Apps Developed
- **80K+** Users on Office 365 Exchange
- **311k** System Center managed devices
- **468** Site locations (112 countries)
- **176k** SharePoint Sites in the Cloud
- **120k** Smartphone devices

**First & Best Program**

- **5.8m** Lync calls/mo. Serving 105k users
- **120k** Managed Windows 8 Systems
- **33k** MSFT Yammer users post. 300K messages per/month
# New Era for IT at Microsoft

## Microsoft IT vision

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<thead>
<tr>
<th>Connect Microsoft</th>
<th>Delight our customers</th>
<th>Inspire the industry</th>
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<tbody>
<tr>
<td>Innovation around devices &amp; services</td>
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<td>Real-time business processes</td>
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<td>Resilient and agile foundation</td>
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Success measures are speed and satisfaction
Microsoft IT Transformation Alignment to Business Processes

From Silos to Connected Units

Organizational Structure
Key Business Processes
IT Governance
Technical Architecture

Business Processes
Business Process Units
IT Business Functions
Shared Services
The Real Time Enterprise

- Business Processes: Processes achieve business results
- People: People make decisions
- Information: Decisions are driven by Information
- Technology: Technology speeds the delivery of information

Virtually everything in business today is an undifferentiated commodity, except how a company manages its information. How you manage information determines whether you win or lose.

– Bill Gates
Microsoft IT Transformation Strategy

Integrated data management
Microsoft IT Transformation and Data Management (IDM)
Matching the Business Velocity

Enable a fast and consistent view of service, product and operational data across the business

- Generate Integrated Data Management Capability Strategy
- Design Integrated Data Management Operating Model, Standards, & Tools
- Drive Integrated Adoption and Measure Impact
Establishing a Common Data Management Language

CMMI Data Management Maturity Model

Support Processes
(Requirements Mgt., Risk Mgt., Configuration Mgt., Measurement & Analysis)
Timeline for Integrated Data Management Project
In partnership with the CMMI Institute

Internal and external assessments leveraged our subject matter experts while providing an objective, outside-in view.
Maturity Levels Related to Real Time Data

Level 1: Performed

Level 2: Managed
- Formalized processes. Infrastructure supports at business unit level. Clearly defined roles and responsibilities.

Level 3: Defined
- Established processes, improved over time. Tailored to meet specific needs predictably and consistently.

Level 4: Measured
- Established metrics. Variance management across the process lifecycle.

Level 5: Optimized
- Processes are improved on a continuous basis and advocated at the executive management level.
Success of the Assessment Through Collaboration

Business and IT Cross-Functional Team

- Business priorities
- Pain points
- 26 CMMI Institute Recommendations
CMMI Assessment Recommendations

• Unified effort to maximize data sharing and quality
• Monitor and measure adherence to data standards

• Map key business processes to data
• Leverage Meta Data repository

• Leverage best practices for data archival and retention
• Maximize shared services utilization

• Integrate data governance structures
• Prioritize policies, processes, standards, to support corporate initiatives

• Top-down approach to prioritization
• Up-stream error prevention
• Common Data Definitions

Data Management Strategy
Data Management Operations
Platform & Architecture
Data Quality
Data Governance
Microsoft IT Prioritize To Meet DM business needs

By establishing

- Enterprise-wide Data Management Program and Strategy
- Enterprise-wide data services to data consumers formalizing DM practices
- Data Quality Program to manage and improve data quality at the source

We Achieve

- Aligned business and IT priorities
- Simplified data access and improved velocity for data consumers
- Reduced cost of data repair
Increasing Data Maturity
Capability Enablement Plan

- Baseline core data quality in terms of business value
- Data Governance Structure for Core Data
- Shared Vision focused on core data that meets business objectives
- Redesign and implement Business Process with standard data controls
### Strategies

- Create Enterprise Data Management Board
- Enterprise-wide Data Management Program and Strategy
- Reduce cost of Data Repair and invest in Quality at the source

### Expected Results

- **Scorecard** Data Management Capability improvements
- **Prioritize** Data Management initiatives in alignment with the business priorities.
- **Audit** Data Quality for a small but critical data set across multiple data stores

**Build on Strengths!**
Data Management Board – Unifying Governance

Aligning IT to Business Strategy requires coordinated processes through tiers of IT governance scope

- Business Demand, Strategy, and Issues
- Operational Data Issues & Data Certification
- Business Enablement Steer Co
- Data Quality Steer Co
- Capability Management Steer Co
- Enterprise Data Model Steer Co
- EDM Governance & Management
- Enhancement DM Capabilities

Collaboration
Key Lessons

- In the world of Devices and Services, Data Management is a pillar of effectiveness
- DMM is a key tool to facilitate the Real-Time Enterprise journey
- Active participation of cross-functional teams from Business and IT is key for success
- Employee education on the importance of data and the impact of data management is a good investment
- Build on Strengths!

Microsoft IT Annual Report may be found at: http://aka.ms/itannualreport
Thank you

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