

Chapter VII

Co-Engineering IT Services for Lean Operations

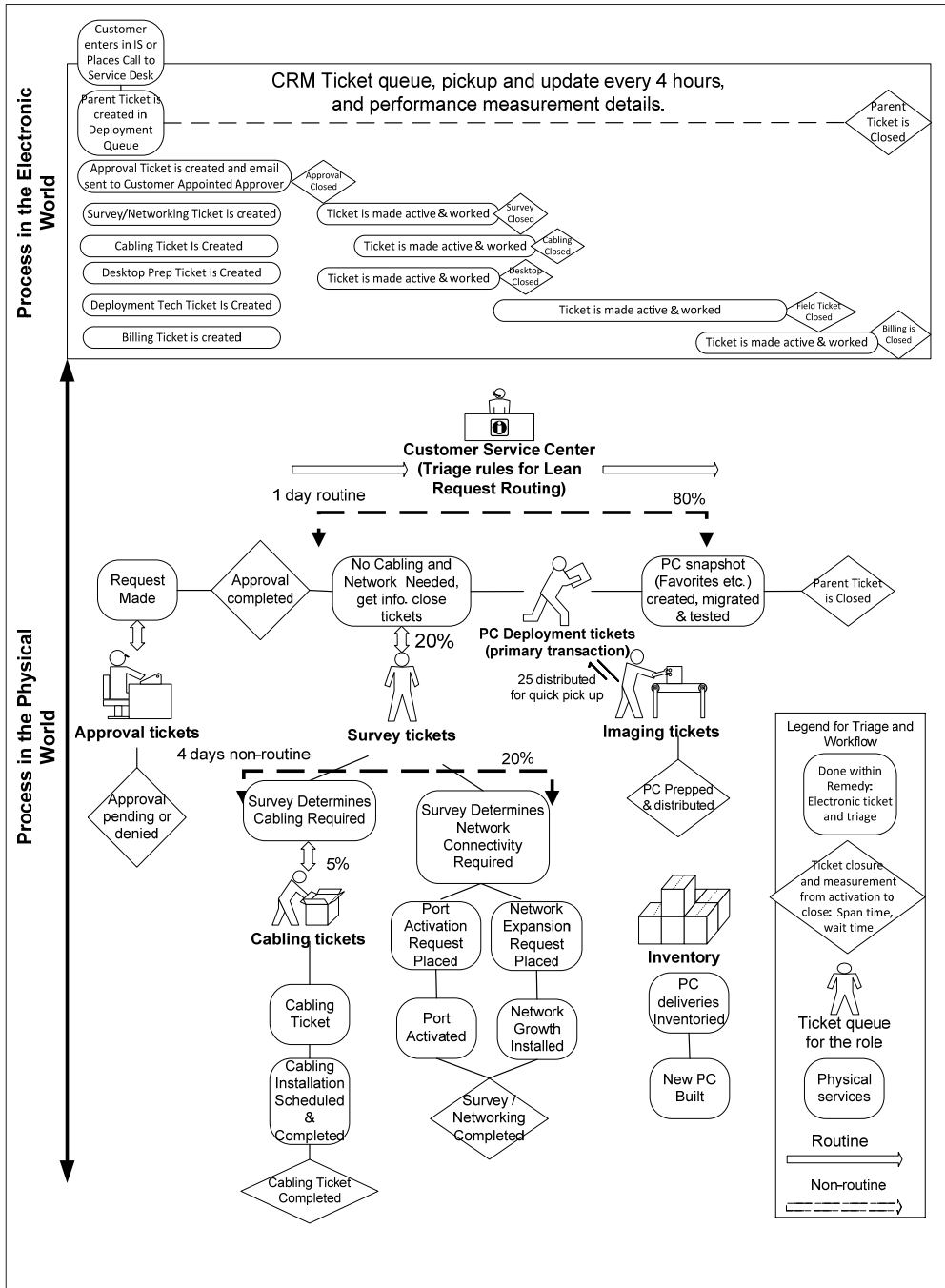
ABSTRACT

How do we conduct successfully the design and analysis for a service improvement project?

- How do we construct the ACE structure to identify and quantify the numerous many-to-many relationships and service-based Interactions between processes, organizations, applications, and enabling IT components?
- How do we apply Lean Co-engineering principles to analyze, prioritize, and target opportunities based on impact to the overall performance of the complex system?
- How do we derive the requirements for deployment and configuration of existing enterprise systems and resources?
- How do we develop a roadmap for improvement and the related business justification?

The ACE structure is not only used to create BioS goals and work products, but also to perform the analysis needed to prioritize improvement projects and their tasks. We next show how the structure is used to define tasks and priorities to deploy in the context of existing enterprise systems and emerging technologies to reduce

Figure 1. ACE structure deployment using the ticketing of Requests, metrics capture within the CRM, and organizational changes in the physical world



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