

9 STEPS TO THE “NORMAL”

January, 2021

AGENDA



Pandemic - Words

Digital Transformation

Nine steps to the new normal

HPE Edge Office Case Study (Bonus)

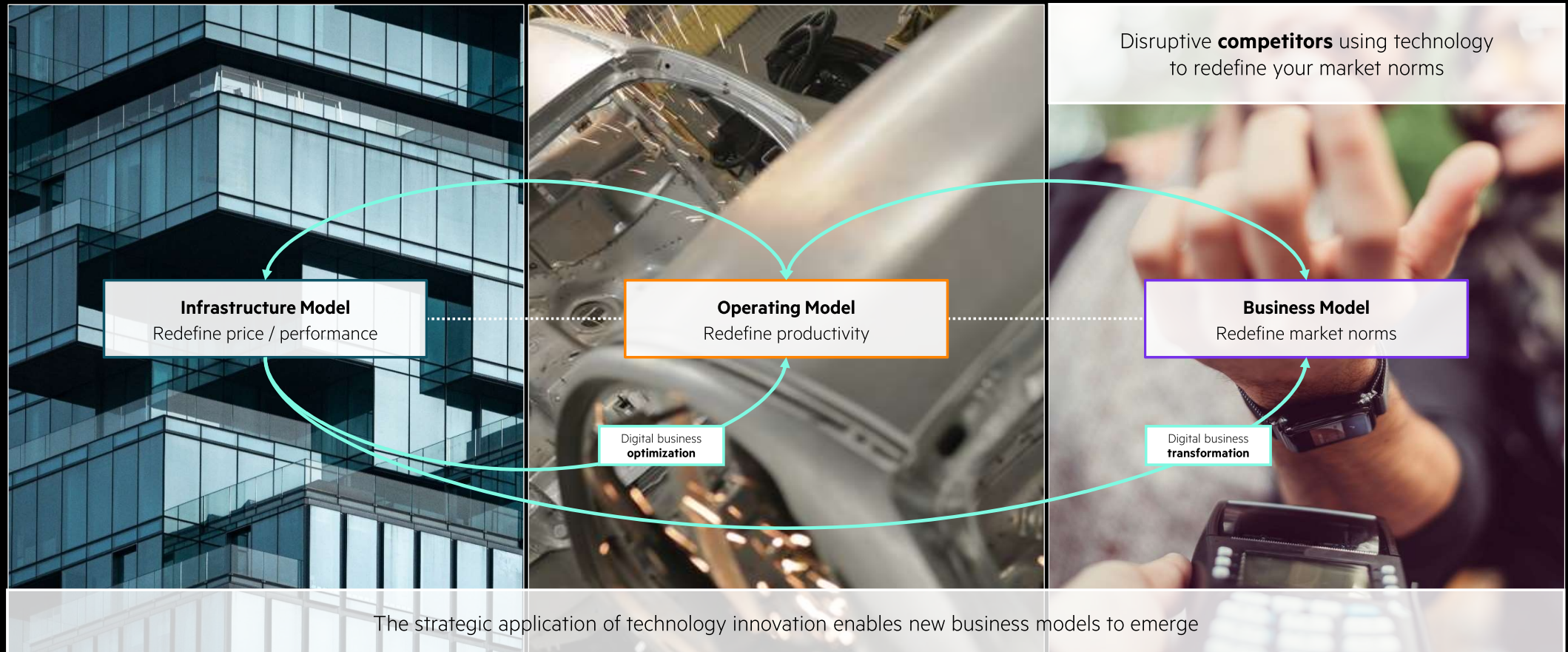
PANDEMIC - WORDS

- COVID-19 - Coronavirus
- Economic Crisis
- Political Crisis
- New Habits, Standards
- New Relationship
- Hope, Fear, Uncertain
- Technology, Digital
- Etc ...



WHAT IS DIGITAL TRANSFORMATION?

A Business Perspective



WHY A FRAMEWORK?

- A Definition

- frame-work

a basic structure underlying a system, concept, or text.

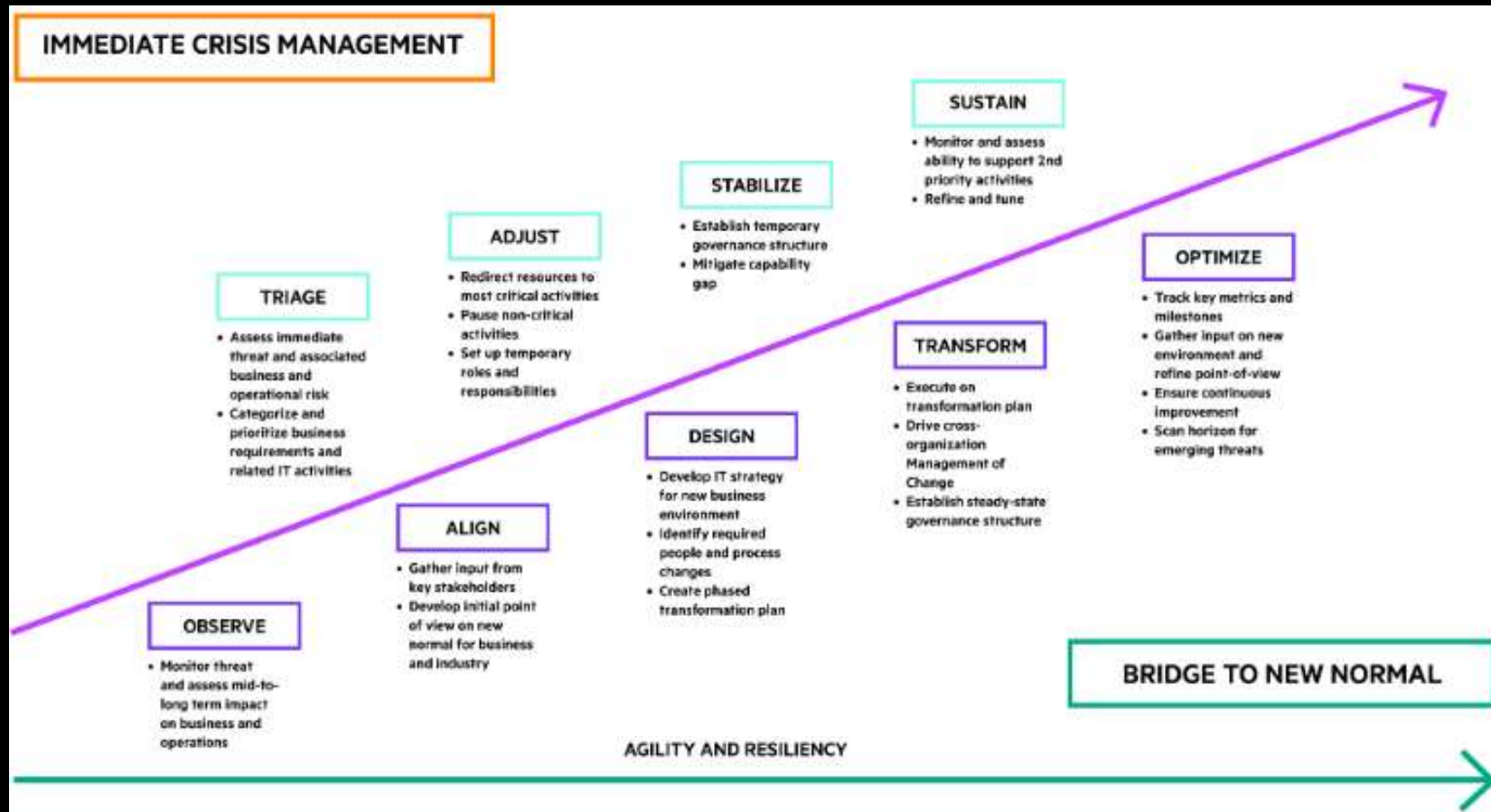
"the theoretical framework of political sociology"

- Objective

- Create a model to organize the ideas
- Define a sequence to map your status
- Define a Map to Plan a change
- Develop a concept to compare with others
- Evaluate Progress and Best Practices



9 STEPS TO THE “NORMAL”



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CRISIS MANAGEMENT STEPS

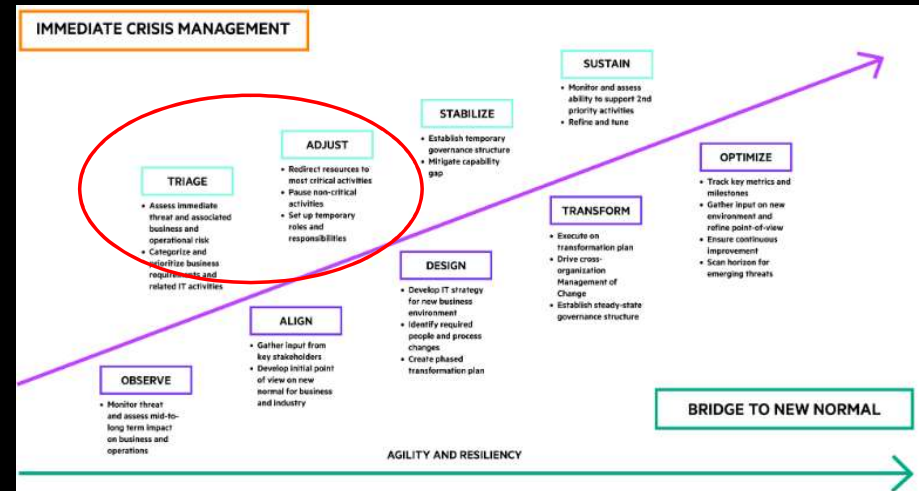
Step 1: Triage

- Did you identified what is core to Service Availability and Uptime?
- Did you create a priority list of the changes in the backlog?
- Did you define the budget for the activities to the highest priority?

Step 2: Adjust

- Did you define a clear picture of your adjusted position after prioritization?
- Did you clearly and broadly communicate you adjusted position?
- Did you allocate a team to operate this temporary mode?

KEY STEP TO MOVE RESOURCES TO START NEW NORMAL ACTIVITIES (STEP 5)



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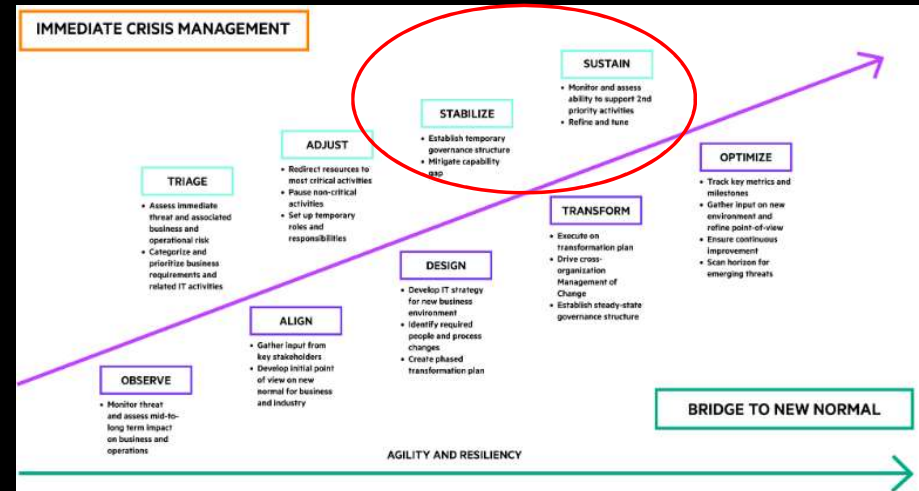
CRISIS MANAGEMENT STEPS

Step 3: Stabilize

- Did you monitor information on how the adjusted position is working?
- Are you capturing and addressing the threats on a priority basis, and having adjusted your position?
- Did you have established a clear communication with your strategic partners?

Step 4: Sustain

- Do you have a continuous process to map bottlenecks and pain points in order to improve consistency of service experience?
- Do you have a process to evaluate the past assumptions to validate if it applies to the New Normal or no more?



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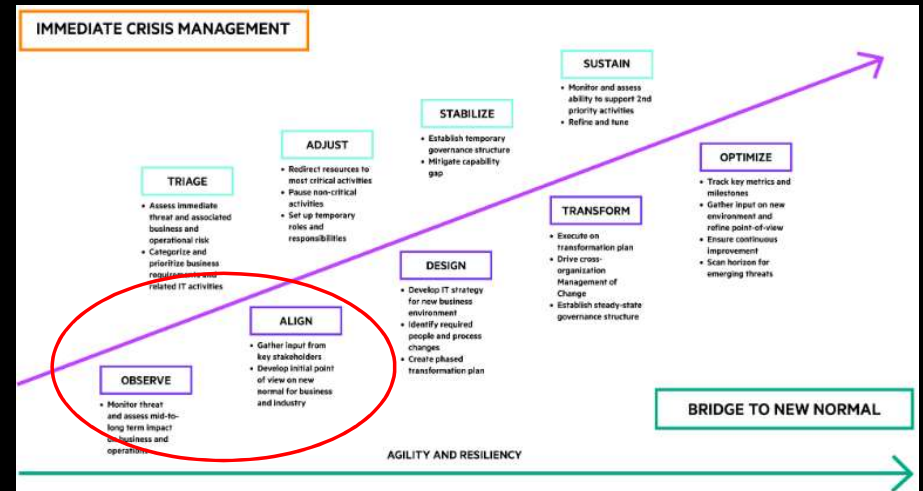
BRIDGE TO “NORMAL” STEPS

Step 5: Observe

- Did you evaluate market conditions and govern actions to be able to react and also map market opportunities opened up that you can take advantage of?
- Did you observe internal weaknesses mapped during the crisis (infrastructure, processes, partners..)?

Step 6: Align

- Did you analyze the observations you captured in the previous steps and kept contact with Crisis Management Team?
- Did you identify consensus around innovations to change your ops model?
- Did you drive the alignment around technology-enabled use cases (partners)?



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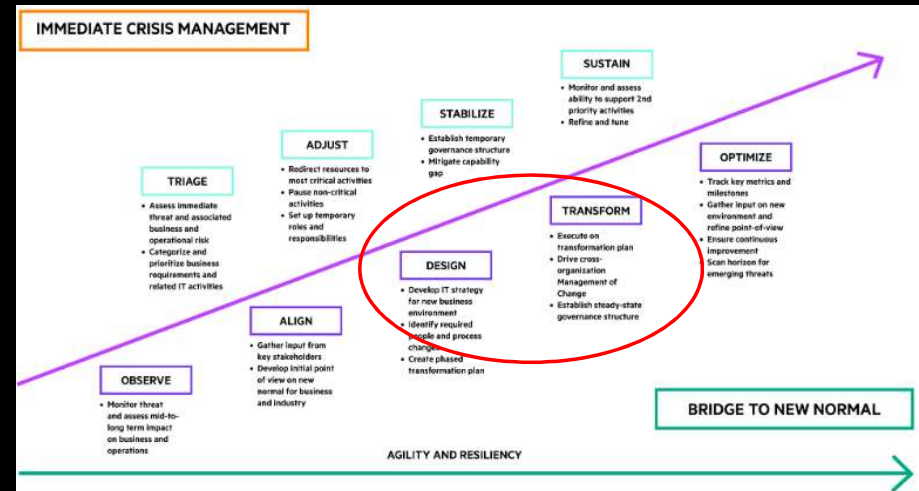
BRIDGE TO “NORMAL” STEPS

Step 7: Design

- Did you have a plan to build into the design the combination of a future transformation vision with a leapfrog to next-generation architectures and service offering?
- Did you identify and understand the risks, prerequisites, and dependencies of the design?
- Did you close questions and considerations about how an as-a-service model would be injected into the outcome

Step 8: Transform

- Did you define innovative ways to finance the transformation?
- Did you identify your future-state “right mix” of platforms and services and the migration path that needs to be built?
- Did you define the new operating model and the Management Of Change plan?

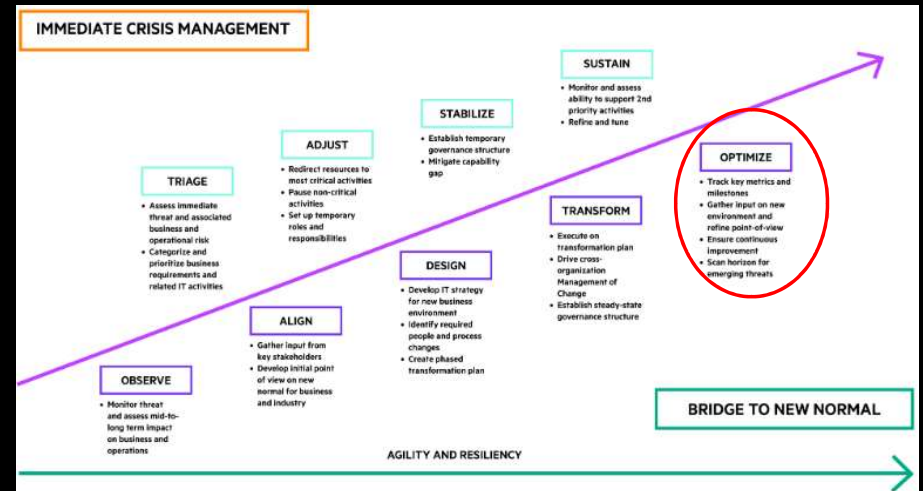


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BRIDGE TO “NORMAL” STEPS

Step 9: Optimize

- Are you managing that your milestones are achieved and KPIs are hit?
- Are you designed into the new service delivery model, the new governance structures, and the emerging landscape to rapid adapt to gain the future?
- Did you collect and learn with the emergency mode operation?



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Hewlett Packard
Enterprise

EDGE-TO-OFFICE

HPE CASE STUDY

The global pandemic has changed the way
we live and work.



Most team members have told us...

They feel **more**
productive working
at home.

They like the **flexibility**
of being able to choose
where they work.

They like to leverage the
office for the social and
culture activities.

HPE EDGE OFFICE

It's anywhere you work and collaborate outside of an HPE office.

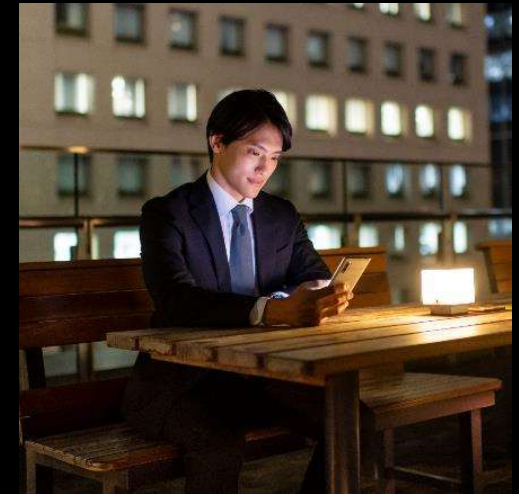
YOUR HOME



COFFEE SHOP



OUTSIDE



FLEXIBLE WORK MYTHBUSTERS

Myth

- Remote work strategy will work for a hybrid workforce
- Employees are less productive outside the office
- We need to monitor and measure employees
- Our jobs just can't be done remotely
- We need in-person contact to sustain our culture
- Hybrid workforce models hurt DEI (*) strategy
- A hybrid workforce model duplicates our IT infrastructure

(*) DEI – Diversity, Equity and Inclusion

Reality

- Hybrid workforce strategies go far beyond remote work
- Remote workers more often report higher performance
- Employees thrive when given radical flexibility
- Hybrid workforce models look beyond roles
- Cultural values are changing; orchestrate that change
- Hybrid workforce models can make it easier
- Resilient organizations continuously reengineer their IT strategies and infrastructures anyway

EDGE TO OFFICE – 9 STEPS APPLIED

9 steps

Action

- | | |
|--------------|--------------------------------|
| 1. Triage | 1. Who Go Home |
| 2. Adjust | 2. All Go Home |
| 3. Stabilize | 3. Tools & Processes |
| 4. Sustain | 4. Monitoring & Improving |
| 5. Observe | 5. Employee Assessment |
| 6. Align | 6. Why not? Innovation |
| 7. Design | 7. Tools, Processes, Education |
| 8. Transform | 8. Plan & Execution |
| 9. Optimize | 9. Continuous Improvement |





THANK YOU

