



# Our TBM Journey

Putting customers at the centre of what we do



# Today's Panel



Deanna Johnson  
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Kelly Copp  
Assistant Manager, IS  
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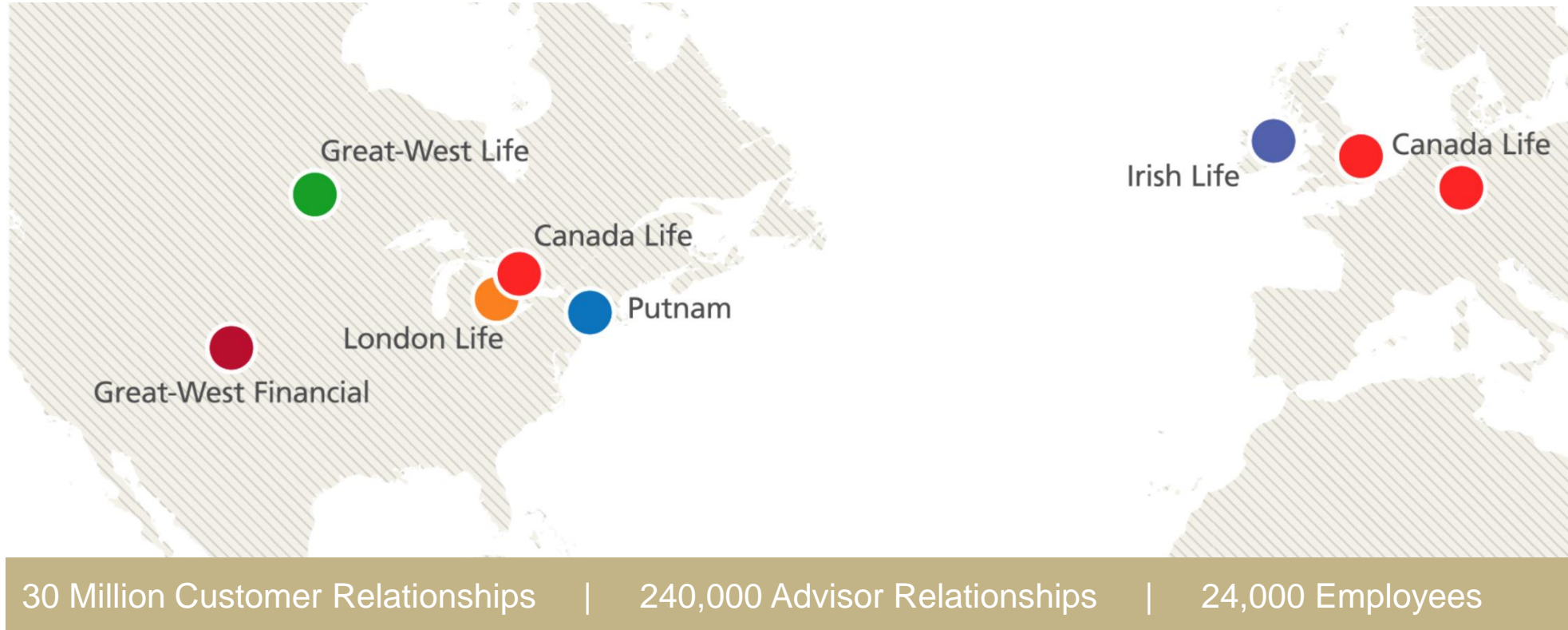


Rolf Oswald  
AVP - Program  
Management Office



Melvin Baranyk  
Director – Business  
Relationship Management

# Great-West Lifeco



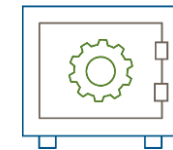
Group Benefits



Individual Insurance



Retirement



Wealth Management



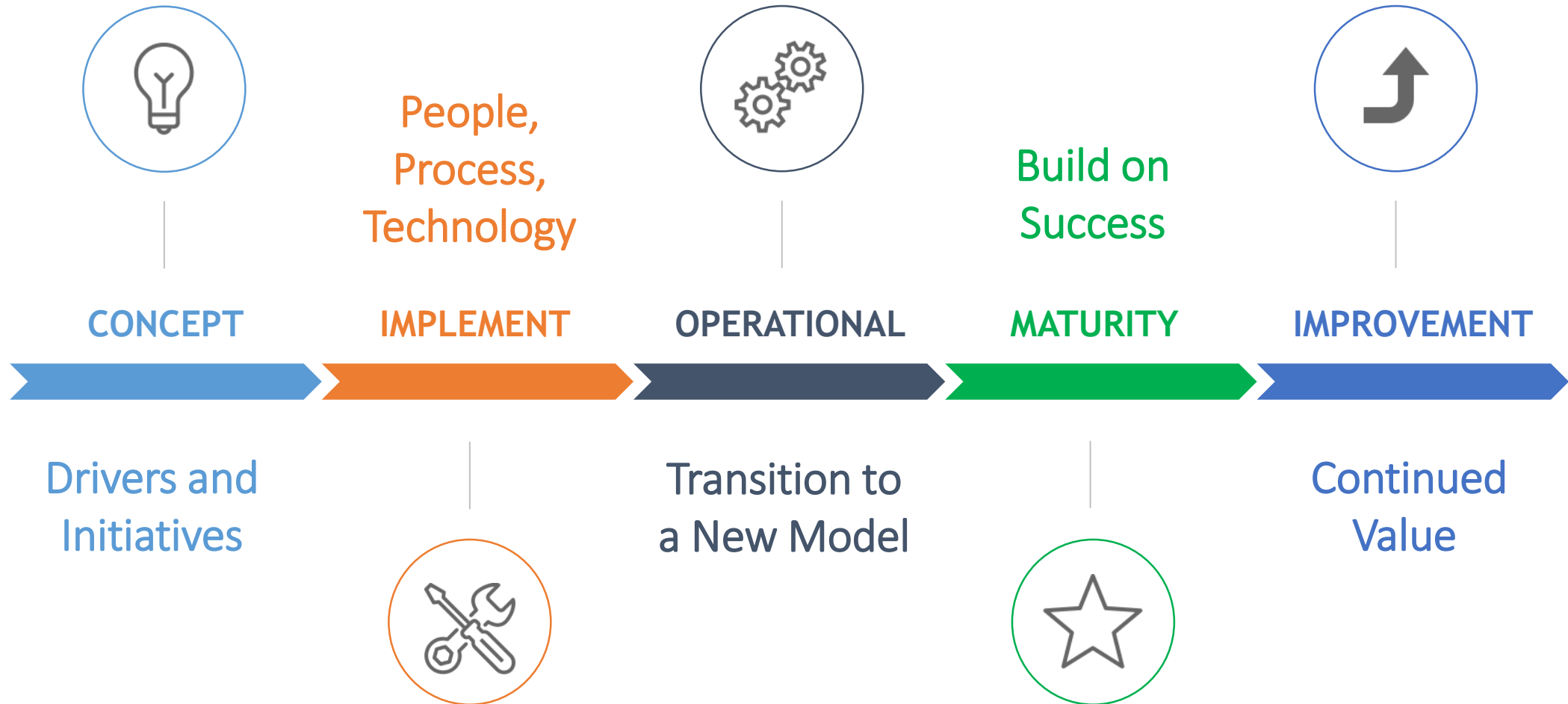
OUR VISION:  
**Customers**  
are at the  
centre of  
what we do

Business



Technology

# Our TBM Journey





# CONCEPT

Realizing we have to improve the way we run IT so we can better align with our Business.



## CHALLENGES

- Transparency
- Spreadsheets
- Service Definitions



## SOLUTIONS

- Detailed Framework
- Proof of Concept
- Showback Roadshow



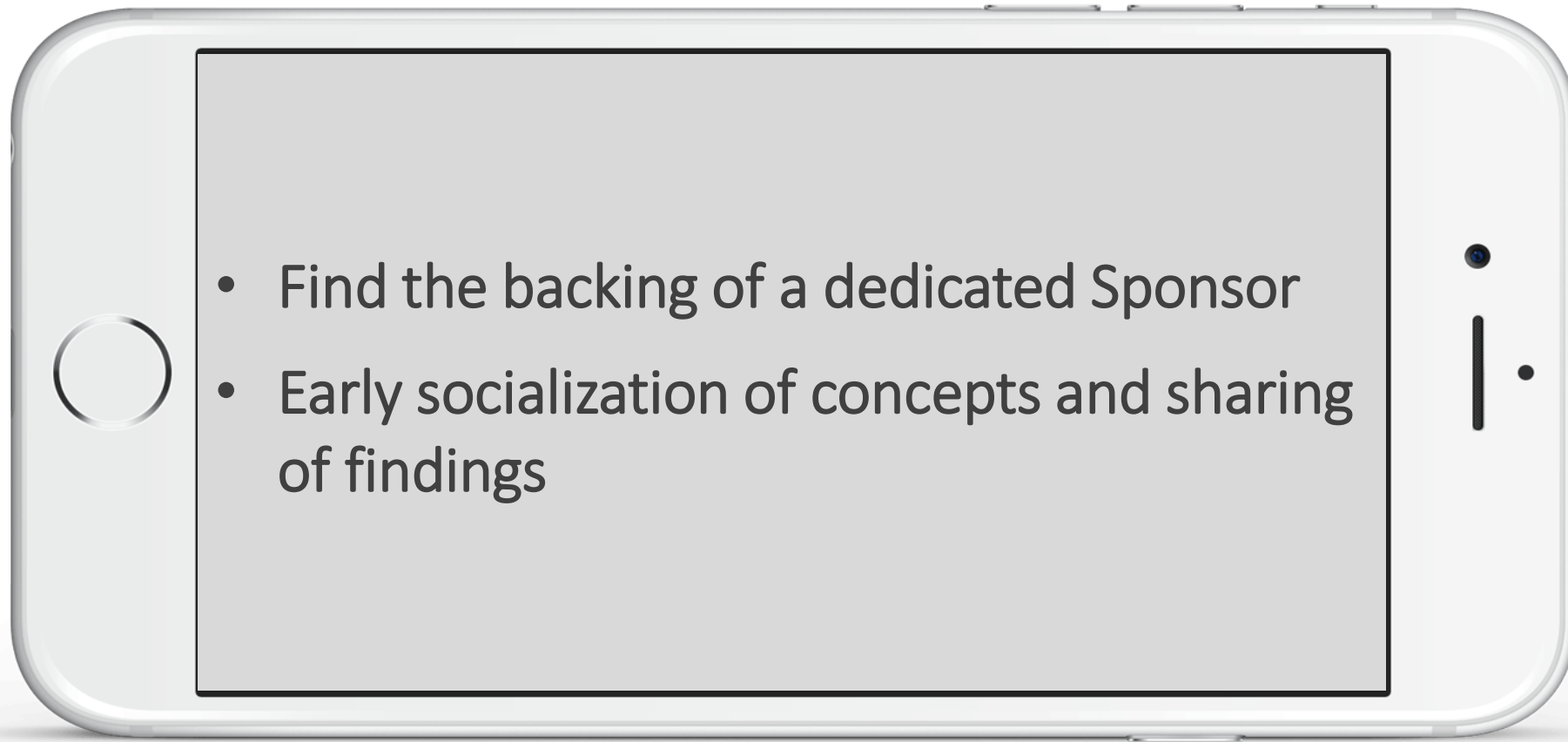
## SUCCESSES

- Value Validation
- Green Light



# CONCEPT

## Key Takeaways



CONCEPT

OPERATIONAL

MATURITY

IMPROVEMENT

# IMPLEMENTATION

Selecting a tool, key functional processes, and addressing a cultural shift.



## CHALLENGES

- Scope of Work
- Data Quality



## SOLUTIONS

- Focused Efforts
- Apptio



## SUCSESSES

- Partnerships
- Automation



CONCEPT

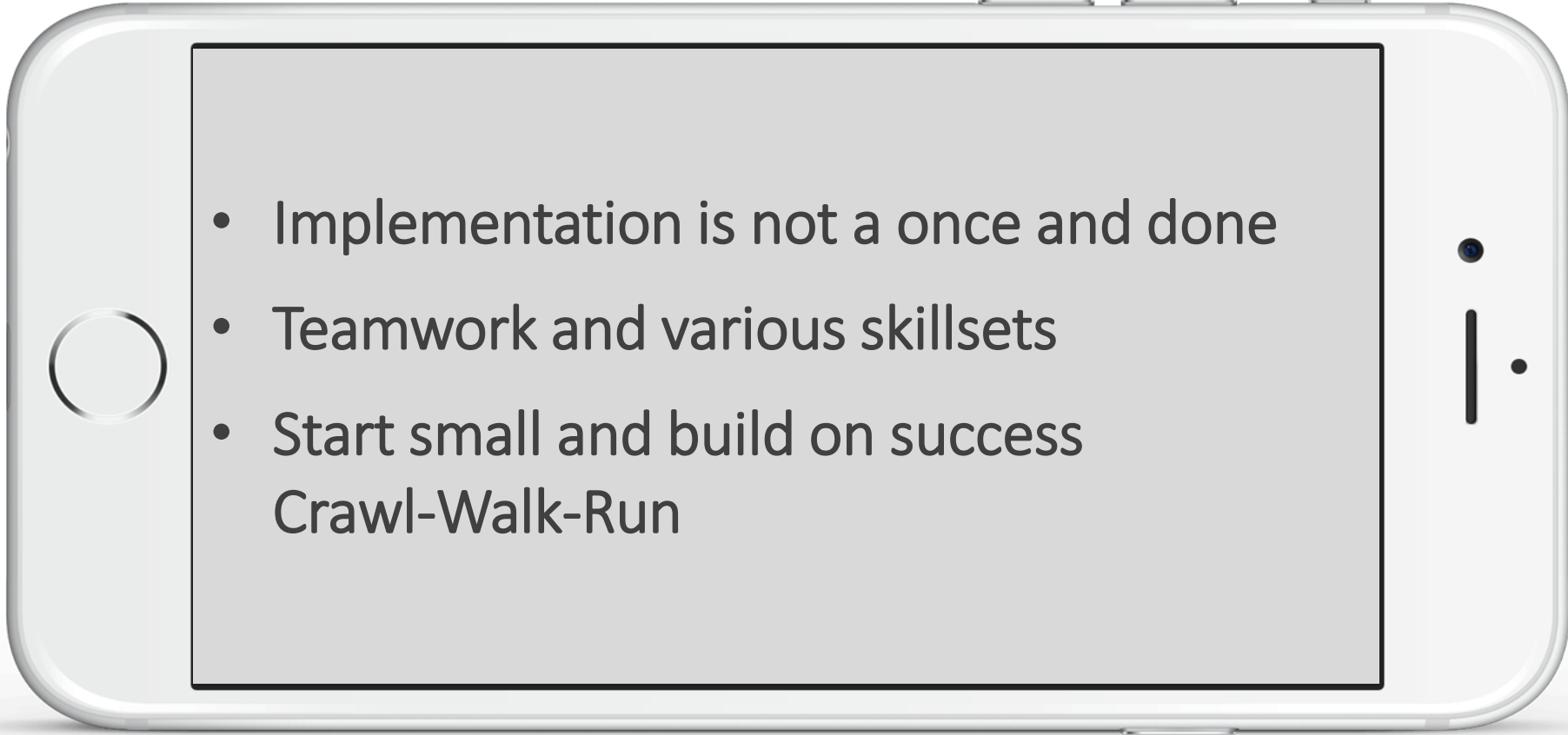
OPERATIONAL

MATURITY

IMPROVEMENT

# IMPLEMENTATION

## Key Takeaways

- 
- Implementation is not a once and done
  - Teamwork and various skillsets
  - Start small and build on success  
Crawl-Walk-Run

CONCEPT

IMPLEMENT

MATURITY

IMPROVEMENT

# OPERATIONAL

Handing off a functional solution to a team wanting to continue building on its success.



## CHALLENGES

- Role Clarity
- Information Overload



## SOLUTIONS

- Operating Model
- Training
- Strategic Planning



## SUCCESSSES

- Value Conversations
- Consistency
- IS as a Business Mindset

CONCEPT

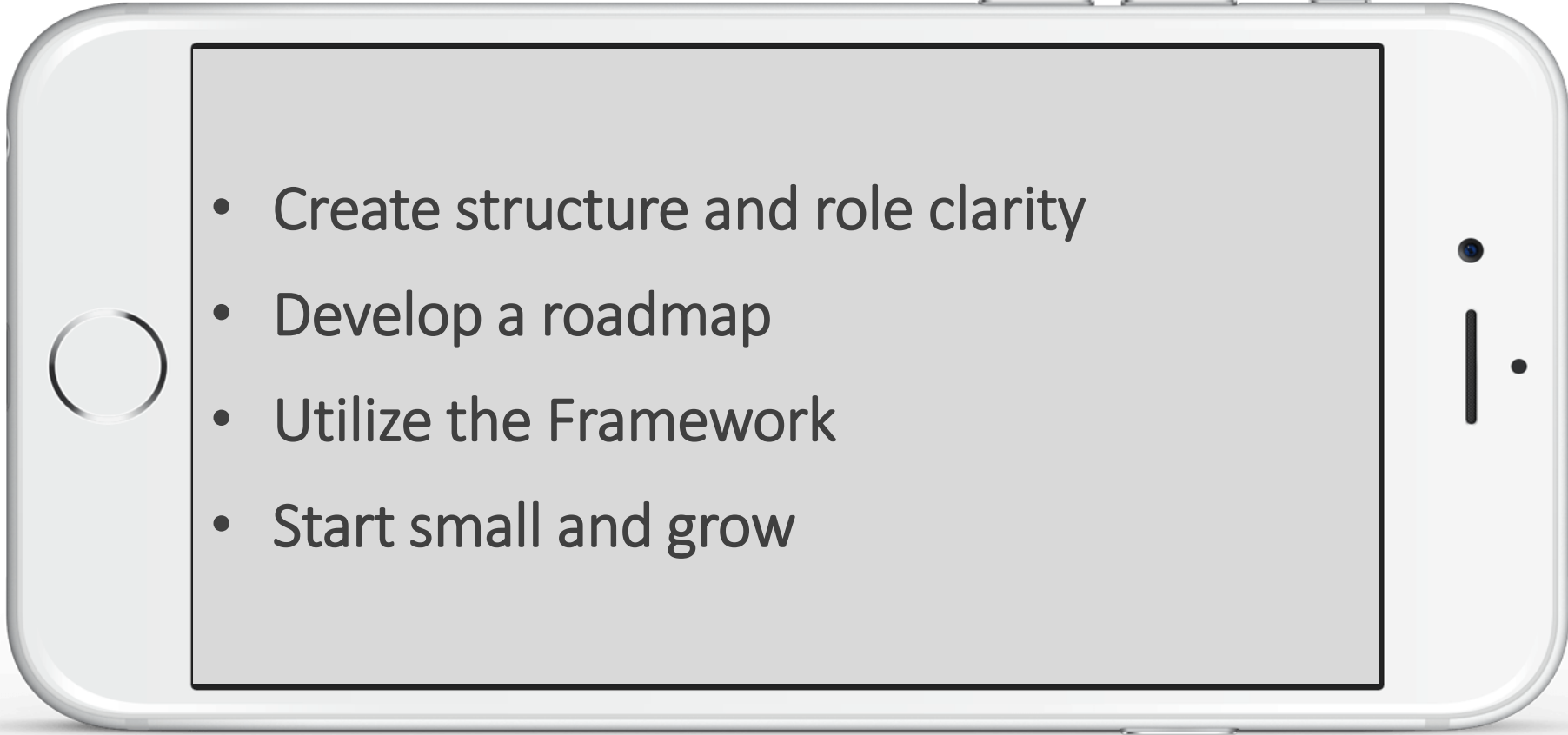
IMPLEMENT

MATURITY

IMPROVEMENT

# OPERATIONAL

## Key Takeaways

- 
- Create structure and role clarity
  - Develop a roadmap
  - Utilize the Framework
  - Start small and grow

CONCEPT

IMPLEMENT

OPERATIONAL

IMPROVEMENT

# MATURITY

Seeing progress as you use more of the solution and partnering with our Business.



## CHALLENGES

- Alignment
- Desire for more
- Complexity



## SOLUTIONS

- Self-service
- Formalized Engagement Model
- TBM Office



## SUCCESSES

- Funding innovation
- Cost Optimization
- Service Owner buy-in
- BU Collaboration

CONCEPT

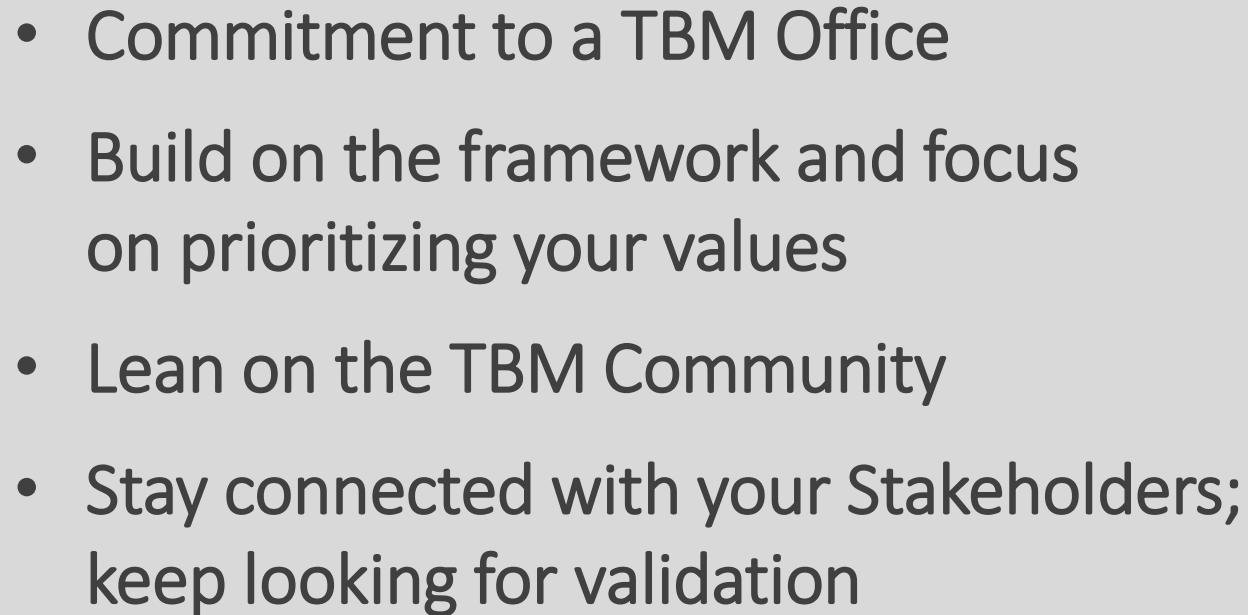
IMPLEMENT

OPERATIONAL

IMPROVEMENT

# MATURITY

## Key Takeaways

- 
- Commitment to a TBM Office
  - Build on the framework and focus on prioritizing your values
  - Lean on the TBM Community
  - Stay connected with your Stakeholders; keep looking for validation



CONCEPT

IMPLEMENT

OPERATIONAL

MATURITY

# CONTINUOUS IMPROVEMENT

Remember this is a journey and you are always improving.



## CHALLENGES

- Scaling to the Organization
- Value Management



## SOLUTIONS

- Value Workshops
- Architectural Value Roadmap
- Service Calendar



## What's Next

- Focus on Strategy and Planning
- Cost Optimization

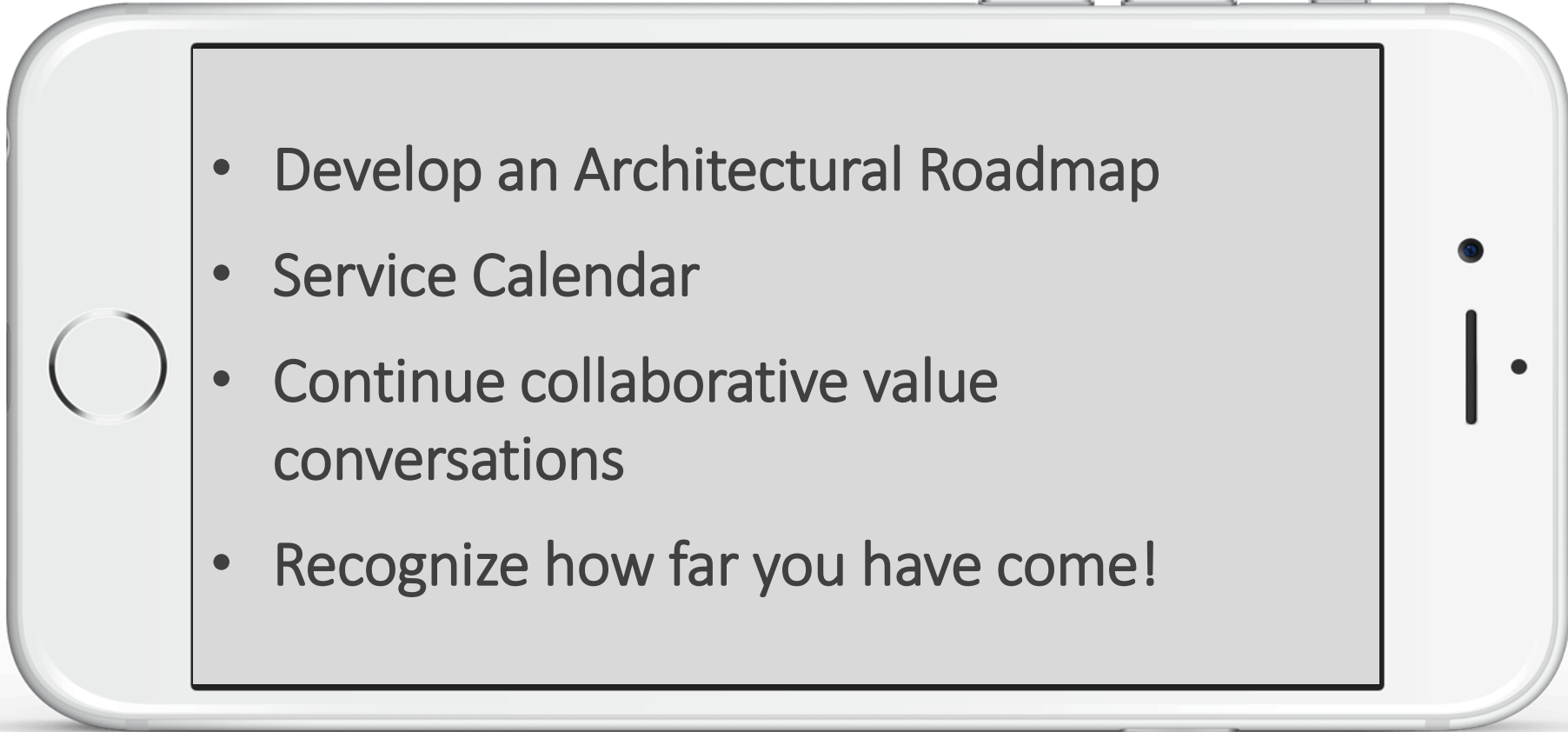
CONCEPT

IMPLEMENT

OPERATIONAL

MATURITY

# CONTINUOUS IMPROVEMENT

- 
- Develop an Architectural Roadmap
  - Service Calendar
  - Continue collaborative value conversations
  - Recognize how far you have come!

