

IT Ops from Home During Crisis

7 Ways to Empower Your Teams and Your Business

1. PEOPLE MATTER MOST

Lead, support, and focus your team, they will carry your business through this crisis.

NOC

DevOPs

IT Ops

2. BUILD AND MAINTAIN THE BIG PICTURE

APPLICATIONS

TEAMS

SERVICES

INFRASTRUCTURE

IT Ops can provide visibility and ground truth, the basis for good decisions during crisis.

3. MAINTAIN CHANGE AWARENESS

Change

Risk

Centralize and democratize your change processes to align teams and reduce change risks.

4. PROACTIVELY MANAGE, ANALYZE AND REPORT

IT Ops KPIs

Anomaly detection and trend analysis of key service metrics provide clear signals.

5. REDUCE TOOL SPRAWL

Redundant tools require more people to maintain and encourage silos. Consolidate and modernize around the best-in-class SaaS solutions for optimal remote operations.

6. BURN DOWN BACKLOG

Use reclaimed time and resources to increase future agility. Reduce parasitic drag by paying down tech debt and streamlining workflows.

7. INVEST IN THE FUTURE OF IT OPS

IT Ops teams are the heroes in these days of remote work. Now is the time to support them with needed resources, capabilities, and technology to ensure a stable future.