ASSESSMENT REPORT

THE
BIZTECH
NORDIC IT
REPORT

KNOWLEDGEISPOWERISBIZTECH

BT Monitor Customer Report - Introduction

This report is a summary of the answers, assessments, views and strategies that were recorded during the customer interview.

"Business Alignment" pages (3-6) represent your assessments of your present IT environment, applications, solutions and services support for your business.
The Business Alignment assessments were made in the following areas:
- IT's role and strategic value
- IT's support for business
- IT management
- IT cost optimisation

Color coding:
Silver color bar represents your assessment of present situation regarding the argument.
The colored bar represents your assessment of the argument's importance for your organisation.
The color of the "importance bar" is based on the difference between your present situation and its' importance (red (significant) - orange (major) - yellow (minor) - green (optimal)).

On Page 7 You can find the Solution map, where all the key business solutions are listed.

Maturity analysis on page 8 summarises assessments for all solution areas including respective development projects.
A low maturity phase without respective development project is a situation worth to look into.

Solutions areas (9-20)
A summary page for all 12 solution areas. Each page consists of the following elements:
- Maturity assessment through 4 angles
- Functionality assessment (colour coded)
- Present environment's key indicators
- Development project

IT Service Production (p. 21)
This page show the IT operations' present and planned service production model.

BT Roadmap
The last page summarises all development projects in a single, time lined view. It can help you to create a more comprehensive view of all key projects with priorities and interaction.

Business
Technology
Monitor 2014

Business Alignment

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A) IT's role and strategic value

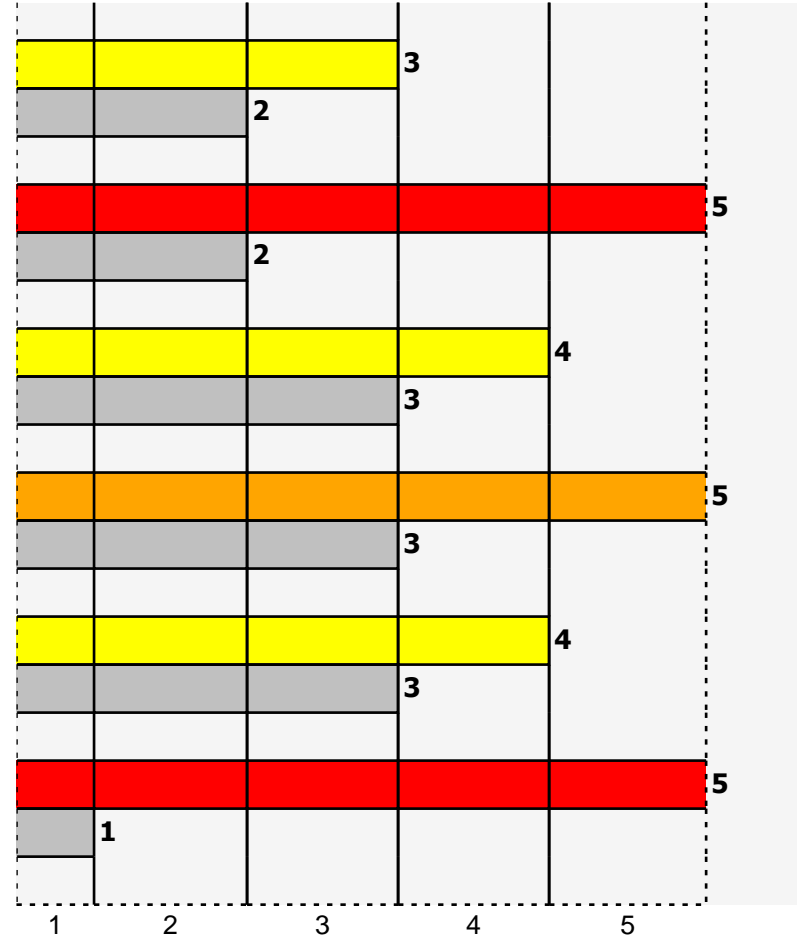We've made an analysis / understand how technology-led changes will affect our business environment.
3
2

Our IT solutions offer strong support for the implementation of our key strategies
5
2

Our Top Management regards IT as a key competitive tool to differentiate us from our competitors
4
3

Our organization structure and decision making process enables an effective Business-IT Alignment.
5
3

Our Solution Architecture and IT Architecture support our Business Architecture and Operating Models (Agility).
4
3
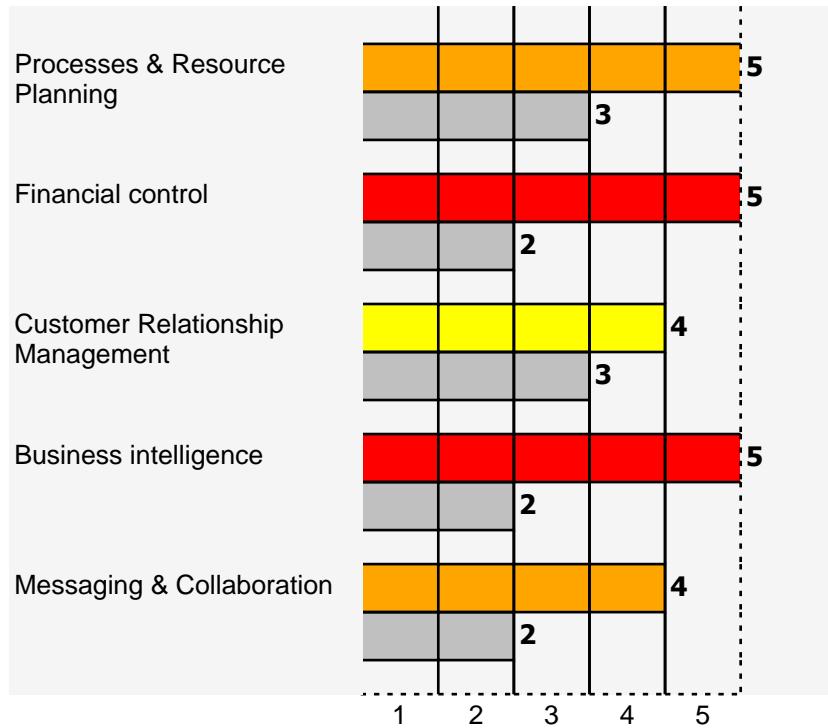
Our centralized practices to manage projects ensure formalized project management methods and alignment with strategic business goals.
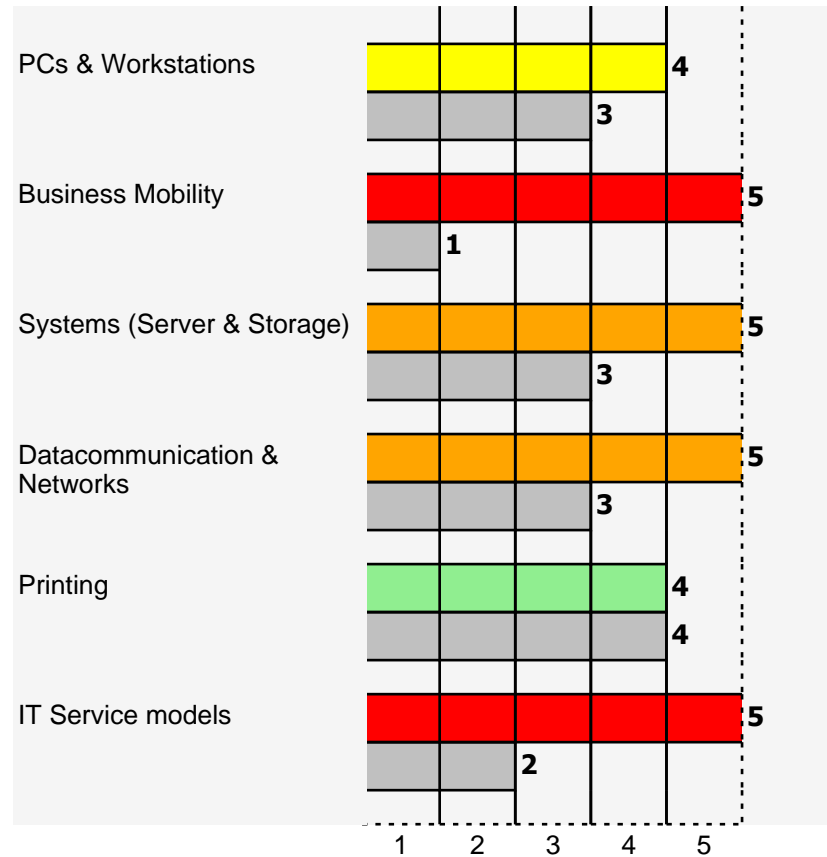**5**
1

1 2 3 4 5

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Business Alignment

B) IT's Business support

Applications

	1	2	3	4	5
Processes & Resource Planning					5
			3		
Financial control					5
		2			
Customer Relationship Management				4	
			3		
Business intelligence					5
		2			
Messaging & Collaboration				4	
		2			

IT Infra & IT Service models

	1	2	3	4	5
PCs & Workstations				4	
			3		
Business Mobility					5
	1				
Systems (Server & Storage)					5
			3		
Datacommunication & Networks					5
			3		
Printing				4	
				4	
IT Service models					5
		2			

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Business Alignment

C) IT Management

Development project: Project Management Office (PMO) Implementation (Scheduled) /2014-H2

The company management team's member, who is responsible for the strategic development of IT, has necessary competence, time and the right methods and tools the for the job.
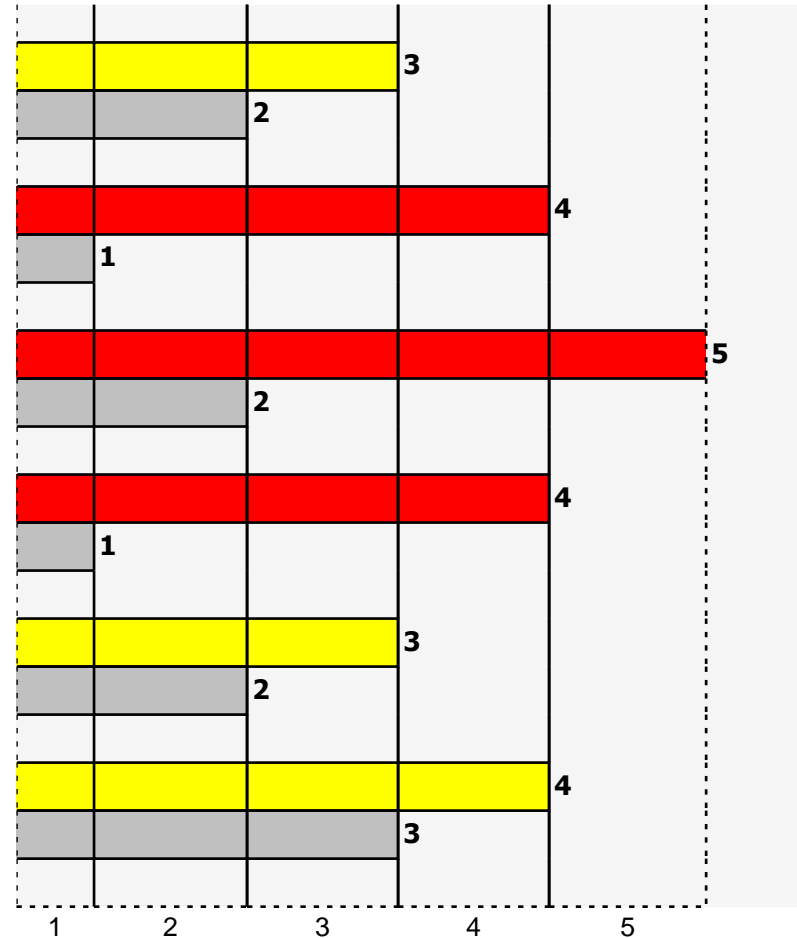
Yellow	3		
Grey	2		

We use Business Case calculations for goal settings, proposals, reviews and post project evaluation of all IT projects / investments

Red	4		
Grey	1		

We use best practices (ITIL, COBIT etc.) and measure the level of IT Services to ensure that the required quality of services is achieved.

Red	5		
Grey	2		

We have an IT Service Management (ITSM) system to manage IT operations and development (utilization of resources, Asset management, Equipment and License registers).

Red	4		
Grey	1		

We benchmark our IT costs and the key performance indicators (KPI's) with corresponding companies and we actively try to identify development areas.

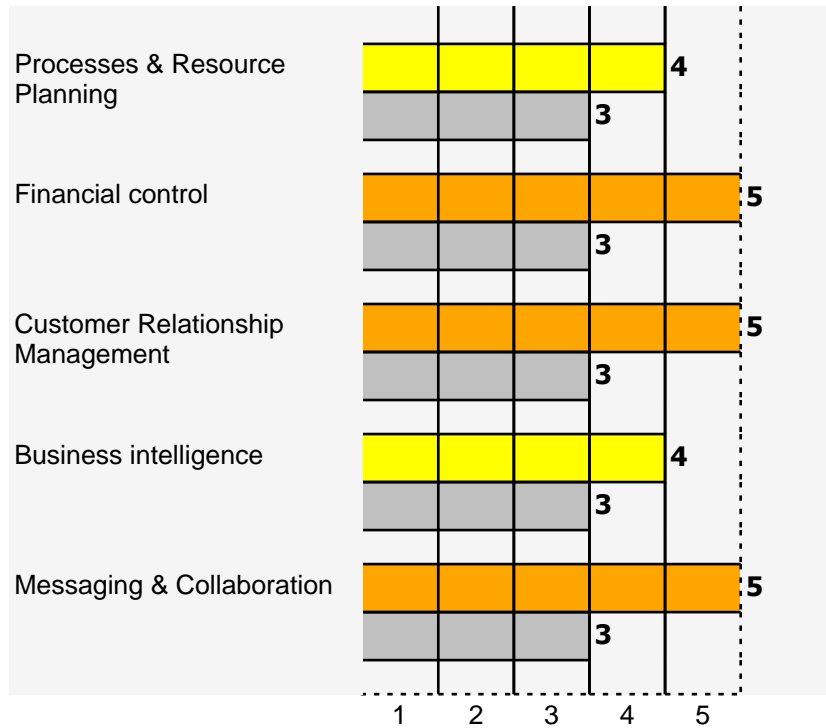|			
Yellow	3		
Grey	2		

Our centralized sourcing process of IT services and products (including the agreements) has been formalized to help us to enable purchases that are cost-effective and meet the quality standards.
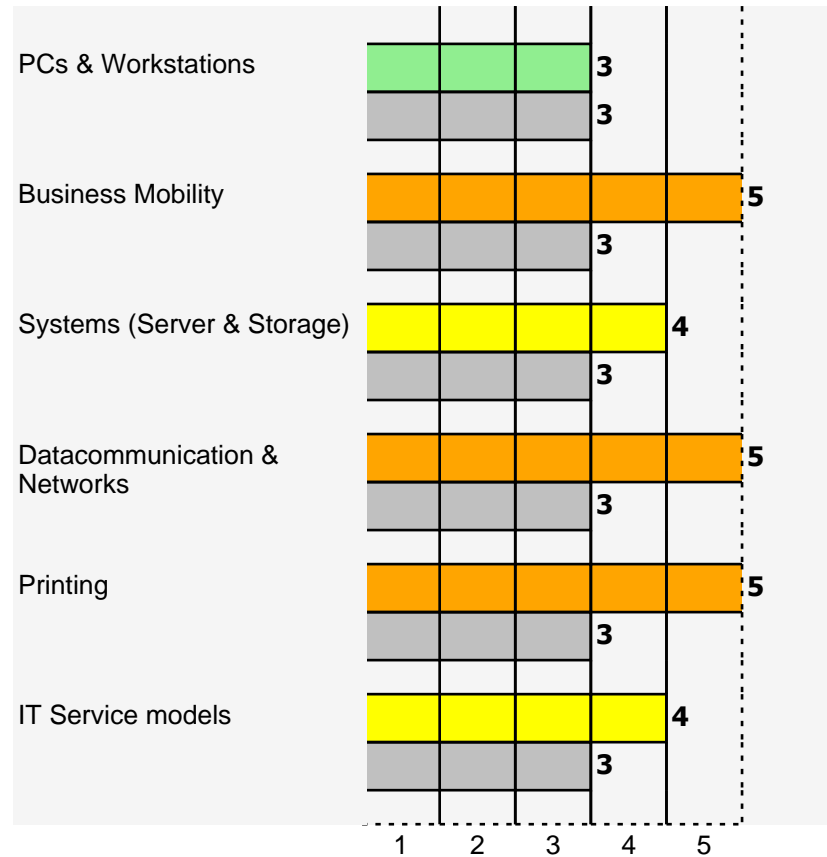
Yellow	4		
Grey	3		

1   2   3   4   5

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Business Alignment

D) IT cost efficiency

Applications

Applications	Value
Processes & Resource Planning	4 / 3
Financial control	5 / 3
Customer Relationship Management	5 / 3
Business intelligence	4 / 3
Messaging & Collaboration	5 / 3

IT Infra & IT Service models

IT Infra & IT Service models	Value
PCs & Workstations	3 / 3
Business Mobility	5 / 3
Systems (Server & Storage)	4 / 3
Datacommunication & Networks	5 / 3
Printing	5 / 3
IT Service models	4 / 3

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Maturity analysis

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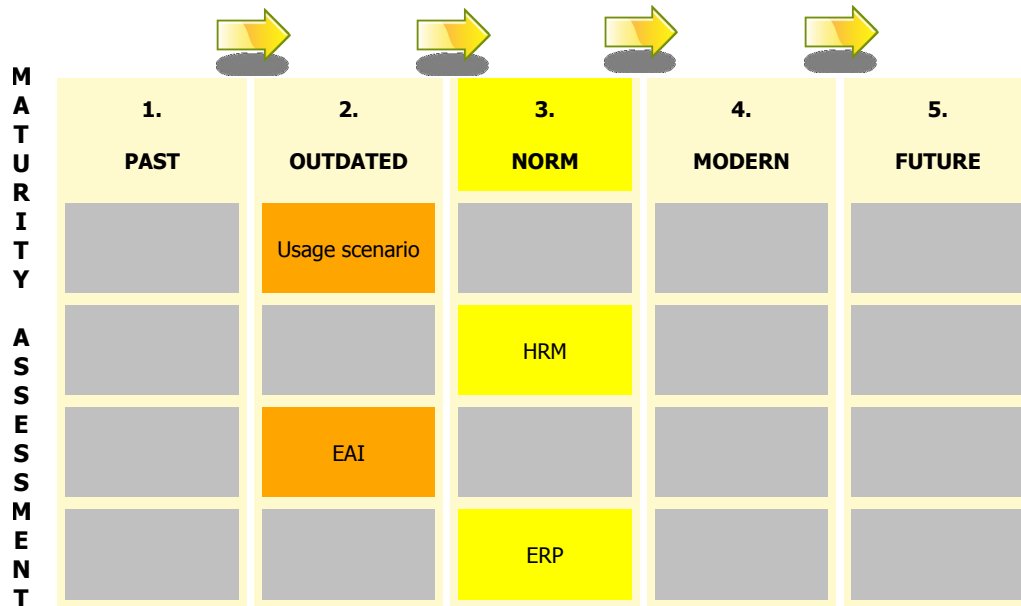| (3.3.2014)	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
1. Processes & Resource Planning			New ERP Evaluation (2015)		
2. Financial control		No development project			
3. Customer Relationship Management			Version upgrade (2014-H1)		
4. Business Intelligence			New DW Implementation, Master Data Governance Process implementation		
5. Messaging & Collaboration			MS Lync implementation, integrations to mobile switchboard and video		
6. PCs & Workstations			Adding, evaluating new platforms (2014-H1)		
7. Business Mobility			MDM Solution evaluation (2014-H1)		
8. Systems (Server&Storage)			A plan how to consolidate server and storage environment (2015)		
9. Datacommunication & Networks			Software Defined Network (2014-H1)		
10. Printing			Follow me -printing implementation (2015)		
IT Service models		Evaluation whether to outsource Service desk and workstation management			

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Solution -Map

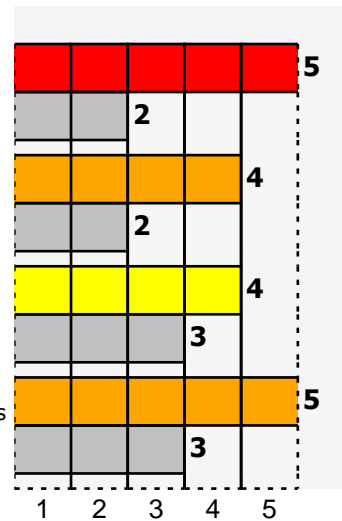| Solution area	Solution / Application / Business importance	(Deployment / Cloud model depl. / End of life span)	Satis-faction	Solution provider / Recommendation
ERP	MS Dynamics AX / 5	2011 / - / 2016	3	CGI / 2
Financials	As a service	2006 / 2010 / -	3	Visma / 3
HR	Unit4 Agresso / 4	2012 / - / 2018	4	Unit4 Agresso / 3
Payroll	As a service	2006 / - / -	3	Visma / 3
CRM	SuperOffice / 5	2006 / - / -	4	SuperOffice / 4
BI	Cognos / 5	2008 / - / 2014	3	IBM / 3
Web service	Own solution / 5	2007 / - / 2015	3	Self / 3
Procurement	Basware / 4	2010 / 2010 / 2016	4	Basware / 3
Project Management	Clarizen / 3	2012 / - / -	4	Self / 1
Document management	MS Sharepoint / 4	2011 / - / -	2	Self / 2
SCM	Oracle	2010 / - / 2016		Self, LikeIT Solution /
What next / Solutions			# of business apps in total	45

Processes & Resource Planning

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M A T U R I T Y	1.	2.	3.	4.	5.
	PAST	OUTDATED	NORM	MODERN	FUTURE
A S S E S S M E N T		Usage scenario			
			HRM		
		EAI			
			ERP		

Environment

Solution area	Solution	Lifespan (Cloud schedule)	Satis-faction	Solution provider / Recommendation
ERP	**MS Dynamics AX**	**2011 - 2016**	**3**	**CGI / 2**
HRM	**Unit4 Agresso**	**2012 - 2018**	**4**	**Unit4 Agresso / 3**
Payroll	**As a service**	**2006 -**	**3**	**Visma / 3**
Web store	**Own solution**	**2007 - 2015**	**3**	**Self / 3**
SCM	**Oracle**	**2010 - 2016**		**Self, LikeIT Solution /**

Development project

New ERP Evaluation	
Schedule	Phase
2015-H1	**Budgeted**

Functionality assessment

Our systems provide desirable support for all noteworthy business processes.

Our systems and applications are effectively integrated and serve our needs well .

The solutions we use offer good support for payroll, HRM & recruitment processes.

Our Enterprise Resource Planning (ERP) system supports the characteristics of our industry and real-time reporting.

What next / ERP (with green background)		
Electronic processes / Process automation	Mobile workforce solutions	Integration to other solutions
Extranet solutions	Reporting	**New ERP solution**
New systems / Services environment		

What next / HRM (with green background)		
HR-solution	**Recruitment**	Workforce planning
Travel management	Working time attendance	Data collection
New systems / Services environment		Payroll solution
Competence management		Change to service model
Training management		

Color codes of satisfaction and recommendation				
Poor	**Inadequate**	**Intermediate**	**Good**	**Excellent**

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Financial control

Maturity Assessment

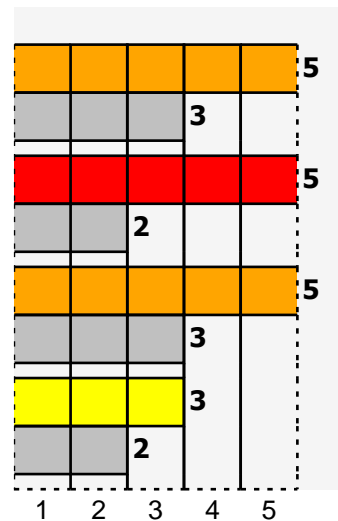|	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
		Business support			
			Financial control		
	Process automation & integration				
			Solution		

Functionality assessment

Our financial control system provides good support for all key processes.

Our separate financial control systems are effectively integrated.

Our financial control systems offer first-rate tools for forecasting, reporting and business planning.
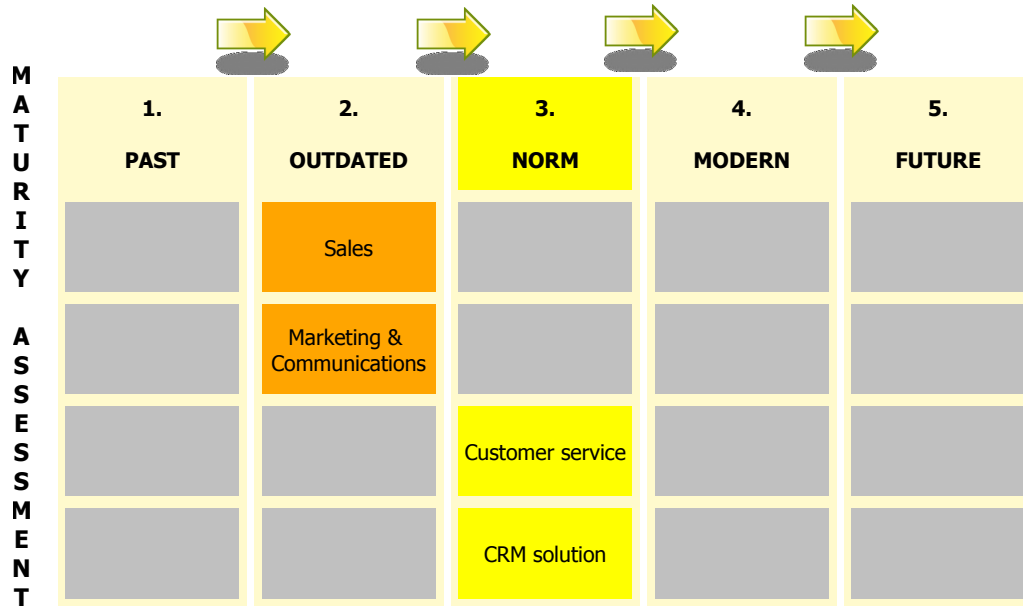
The service model of our Solutions offer excellent usability and care-free solutions environment.

Environment

Solution area	Solution	Lifespan Cloud schedule	Satis-faction	Solution provider / Recommendation
Financial Control	**As a service**	**2006 - (2010)**	**3**	**Visma / 3**
Procure-ment	**Basware**	**2010 - 2016 (2010)**	**4**	**Basware / 3**

Development project

N/A ?!

What next / Financial Control (with green background)

FC automation & electronic processes	Process automation	Reporting - BI
Integration to other solutions	Partly / total Outsourcing	New solution
New systems / Services environment		

Color codes of satisfaction and recommendation

Poor	Inadequate	Intermediate	Good	Excellent

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Customer Relationship Management

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Environment

CRM Solution / Satisfaction	Lifespan	Cloud Service -model's actuality
SuperOffice / 4	**2006 -**	
Solution provider / Recommendation	CRM users	
SuperOffice / 4	**80**	

Development project

Version upgrade	
Schedule	Phase
2014-H2	**Budgeted**

MATURITY ASSESSMENT

	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
		Sales			
		Marketing & Communications			
			Customer service		
			CRM solution		

What next / CRM (with green background)

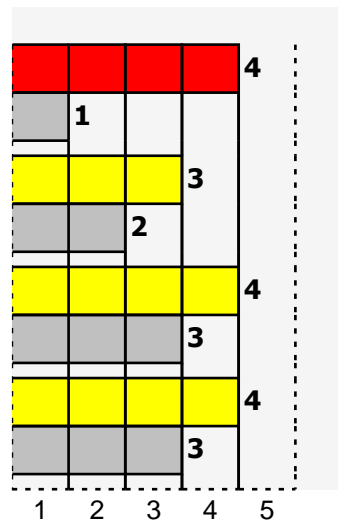| Comprehensive customer view	Sales management	Contact / Call center
Campaign management	Electronic marketing	Activity reporting
New CRM solution	**New systems / Services environment**	
Business Portal	Social Media integration	

Functionality assessment

Sales management have good, working Dashboard views to help them manage sales.

Our CRM solution is integrated to Social media (own Enterprise, LinkedIn, Facebook, Twitter, …)

A 360-view is easily available of all customers (sales, activities, appointments, agreements, projects, deliveries, …).

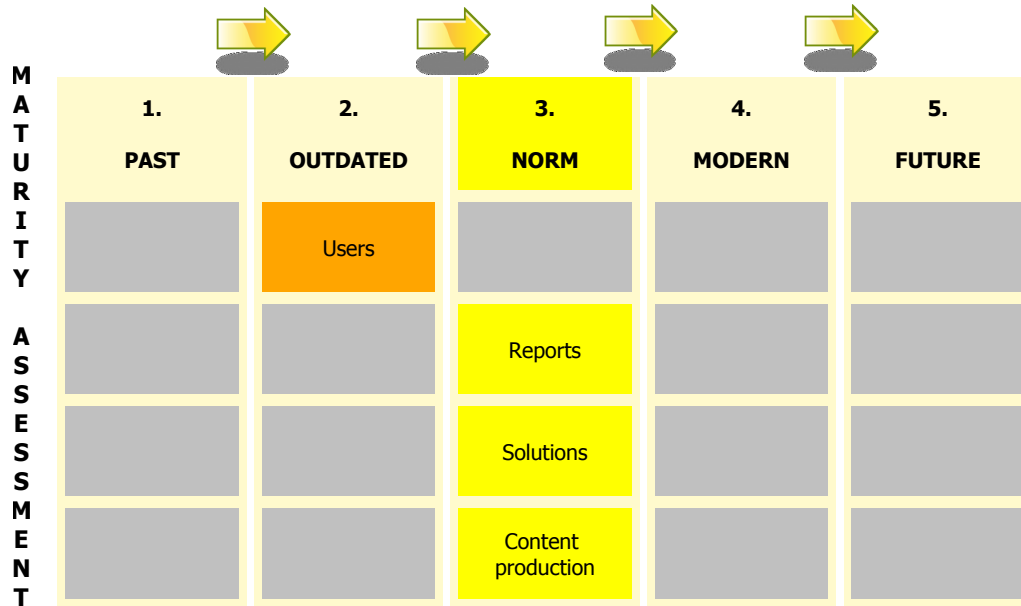Our CRM solution is easily and effectively used by Tablets and Smartphones

| 4 |
| 1 |
| 3 |
| 2 |
| 4 |
| 3 |
| 4 |
| 3 |

1 2 3 4 5

Color codes of satisfaction and recommendation

Poor	Inadequate	Intermediate	Good	Excellent

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Business Intelligence

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MATURITY ASSESSMENT	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
		Users			
			Reports		
			Solutions		
			Content production		

Environment

Reporting solution / Satisfaction	Life span
Cognos / 3	2008 - 2014
Cloud Service -model's actuality	Solution provider / Recommend rate
	IBM / 3
Databases in use	DW platform
Microsoft, Oracle	MS SQL Server

Development project

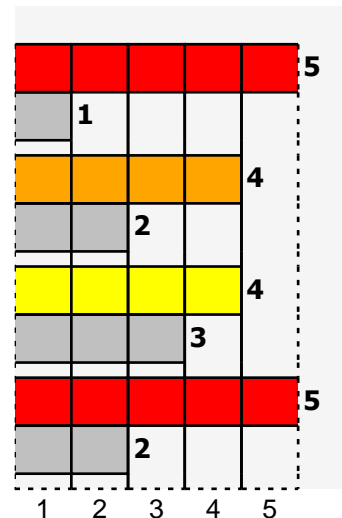| New DW Implementation, Master Data Governance Process implementation	
Schedule	Phase
2014-H2	Budgeted

Functionality assessment

Our BI solution is offered / available to all.

The data from different applications / solutions is easily combined for appropriate reports and views.

Business Intelligence data is utilized from centralized Data Warehouse.

Our BI solution serves various interest groups & stake holders (e.g. customers' views / reporting).

What next / BI (with green background)

New solution	New Systems / Services environment	Data Warehouse
Big Data	Master Data	DB Optimization

Color codes of satisfaction and recommendation				
Poor	Inadequate	Intermediate	Good	Excellent

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Messaging & Collaboration

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<table>
<tr><td colspan="2" align="center">→</td><td align="center">→</td><td align="center">→</td><td align="center">→</td></tr>
</table>

MATURITY ASSESSMENT

|	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
			Voice messaging		
		Video			
		Collaboration			
			Solution		

Functionality assessment

Our voice communication solution is integrated to our Messaging infrastructure.

We use a Unified Communication solution with voice, video, e-mail, conferencing and instant messaging functionality.

Our Document Management solution provides the functionality we need.

We utilize digital signage effectively in our marketing and internal messaging.

				4	
	1				
				4	
		2			
				4	
			3		
				4	
		2			
1	2	3	4	5	
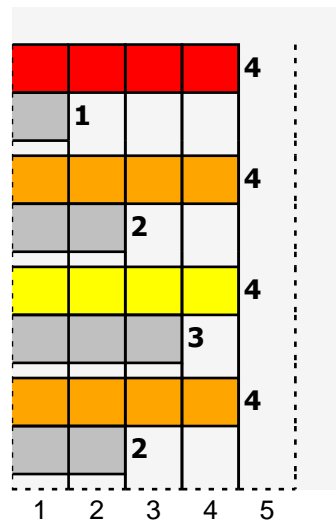
Environment / Messaging

Messaging platform	E-mail system	Web conferencing
No solution	**MS Exchange**	**MS Lync**
Msg. solutions provider	Cloud Service -model's actuality	Video conferencing
		Polycom
	No. of digital signs (Now / in 2 years):	**1 / 11**

Environment / Document management

DM solution / satisfaction	Business importance	DM lifespan	DM solution provider / recommendation
MS Sharepoint / 2	**4**	**2011-**	**Self / 2**

Development project

MS Lync implementation, integrations to mobile switchboard and video conference equipment

Schedule	Phase
2014-H2	**Budgeted**

What next / Messaging (with green background)

New voice messaging solution	Telephone exchange services	Email
Integration between solutions	**Change to Service model**	Business Social Network

What next / Video conferencing (with green background)

Video utilization in web conferencing solutions	New Video conferencing solution	Adding video conference rooms
Integration between solutions	Change to Service model	Video conference equipment
Transform meeting rooms into Brainstorm rooms		Conference room management

What next / Digital Signage (with green background)

Solution for internal messaging	Solution for marketing	**Adding targets / units in current system**
Integration between solutions	**Change to Service model**	Replacing video projectors with Digital Signs (displays)
Interactive presentation devices		Video projectors

User device -Map

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Device type	#	Installed base		New purchases	Vendor / Recommendation	Primary reasoning
		Primary brand	Share %	All brands & share %		
Desktop	110	HP	60	HP (90%), Lenovo (10%)	Atea / 4	Procurement process
Notebook	400	HP	75	HP (90%), Lenovo (10%)	Atea / 4	Procurement process
Workstation	10	HP	100	HP (100%)	Atea / 4	Quality
Thin client	15	Wyse	100	Dell (100%)	Several / 1	Price
The total number of PCs and desktops	535					
Tablet & Hybrid	100	Apple	60	Lenovo (40%), Apple (40%), Microsoft (20%)	Telia / 3	Vendor relationship
Mobile and smartphones	500	Nokia	50	Nokia (60%), Samsung (20%), Apple (20%)	Telia / 3	Vendor relationship

Color codes of recommendation				
Poor	Inadequate	Intermediate	Good	Excellent

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PC & Workstation environment

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MATURITY ASSESSMENT

1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
		Working scenario		
		Devices		
	Applications			
		Usage & management		

Environment

Device type	#	Primary brand /base (share)	All brands & shares /new	Vendor / recommend	Primary brand reasoning
Desktop	110	HP (60%)	HP (90%), Lenovo (10%)	Atea / 4	Procurement process
Note-book	400	HP (75%)	HP (90%), Lenovo (10%)	Atea / 4	Procurement process
Work-station	10	HP (100%)	HP (100%)	Atea / 4	Quality
Thin client	15	Wyse (100%)	Dell (100%)	Several / 1	Price

# of PCs (total)	PC annual volume / Renewal roadmap		Standardized OS	
535	**200**		**Win 7**	
Standardized Office	Virtualization solution		Protection solution	
Office 2010	**Citrix XenDesktop**		**Symantec**	
Next OS (schedule)	PC procurement model (Now / Intent)		Satisfaction / environment	
Win 8 (2014)	**Buy / BYOD**		**3**	

Functionality assessment

Users may choose the best device for their needs (Business-PC, UltraBook, Tablet, Hybrid, Power Workstation, own PC).

We offer users an opportunity to use Windows 8 devices as supported devices.

We offer our users location and device independence. (e.g. browser based and virtualized environments)

Our management & data security solutions support versatile device environment and ubiquitous Cloud service usability.

Development project

Adding, evaluating new platforms

Schedule	Phase
2014-H2	**Budgeted**

What next / PCs (with green background)		
New OS platforms	Windows 8 migration	**Hybrids replace Notebooks**
Desktop-->All-in-one	New PCs	**Device management**
Security solution	Virtualization	False

Color codes of satisfaction and recommendation				
Poor	**Inadequate**	**Intermediate**	**Good**	**Excellent**

Business Mobility

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MATURITY ASSESSMENT

	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
		Devices			
			Functions & applications		
			Management		
		Policies			

Functionality assessment

We've made an analysis and choice of recommendations for Business Mobility platforms (Apple / Google / Microsoft).

Users' files are securely and confidentially managed regardless of their physical location (EFSS).

Tablets are used as supported devices in chosen user profiles.

Our management & data security solutions cover mobile device environment and solutions & services usability.

Environment

Device type	#	Primary brand /base (share)	All brands & share /new	Vendor / recommend	Primary brand reasoning
Mobile phones	500	Nokia (50%)	**Nokia (60%), Samsung (20%), Apple (20%)**	**Telia / 3**	**Vendor relationship**
Tablets	100	Apple (60%)	**Lenovo (40%), Apple (40%), Microsoft (20%)**	**Telia / 3**	**Vendor relationship**

Annual volume /Mobile phones	Mobile phones procurement model (Now / Intent)	
200	**Buy / BYOD**	

Annual volume /Tablets	Tablets procurement model (Now / Intent)	# of tablets in 2 years
30	**Buy / BYOD**	**300**

Preferred device type	No. of devices replace notebooks in 2 years (hybrids/tablets)	Satisfaction
Hybrid	**100**	**2**

Development project

MDM Solution evaluation	
Schedule	Phase
2014-H1	**Under way**

What next / tablets: (with green background)		
Pilot / POC	**Platform choices**	**New devices**
Device management	Security solution	**Application evaluations**
Application development		

Business Mobility platform

Google	3
Microsoft	4
Apple	3

Systems   # Cape Rock Ltd

MATURITY ASSESSMENT

	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
				Servers	
			Storage & backup systems		
			Capacity services		
			Monitoring & management		

Accumulated environments

# of servers (physical / virtual)	Server brand /installed base	Server capacity as a service now % / in 2 years %	Server brands /purchases
20 / 105	IBM (100%)	40% / 90%	HP (100%)
Virtualization solution		Protection solution	Storage solution
VMware		MS Forefront	HP (2)
Storage brands in purchases	Backup solution	Size of full backup (TB)	Vendor / recommendation
HP (%)	Symantec	15	Atea / 4

Development project

A plan how to consolidate server and storage environment	
Schedule	Phase
2015-H1	Scheduled

What next /Storage & Data management (with green background)		
Comprehensive plan	New system	Service model change (IaaS)
Big Data needs fulfillment	De-duplication	Support for Virtualized server system
Backup solution		

Satisfaction /environment

3

Functionality assessment

Our server and storage environments are effectively consolidated & virtualized.

Our centralized storage solution's resources are centrally managed and allocated.

We offer rapid, on-demand deployments of virtual systems to our business units / projects etc.

We utilize infrastructure as a service (IaaS) to provide flexibility in addition to our own systems' capacities.
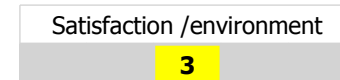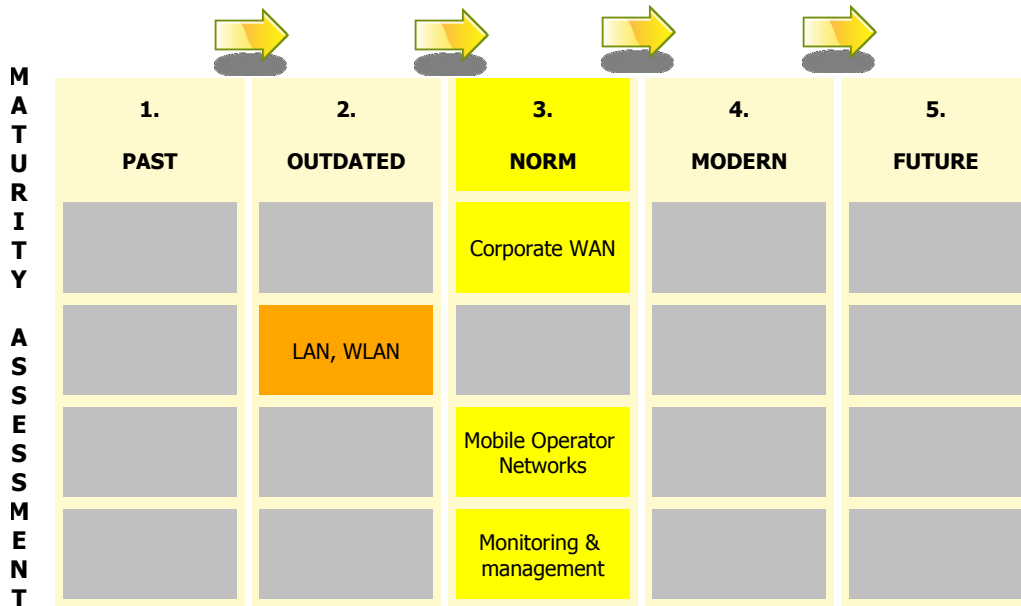
	5
	3
	5
	3
	4
	3
	4
	2

1 2 3 4 5

Color codes of satisfaction and recommendation				
Poor	Inadequate	Intermediate	Good	Excellent

Data Communications & Networks

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MATURITY ASSESSMENT

|	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
			Corporate WAN		
		LAN, WLAN			
			Mobile Operator Networks		
			Monitoring & management		

Functionality assessment

We can verify our network's performance per application (APM)

Our WLAN is comprehensive and offers same services as our LAN.

Our LAN's fault tolerance is easy to manage, offer continuous operations and adapts to needs easily

We can control application usage in our network based on both user and device profiles.

					5
		2			
					4
		2			
					4
					4
					4
1					

1 2 3 4 5
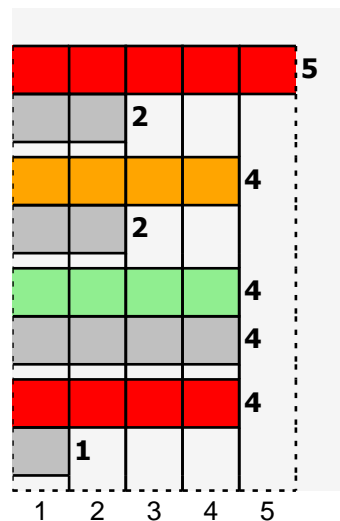
Environment

Offices in country / globally	Network operator / recommendation	Mobile operator / recommendation
5 / 10	Telia / 4	TDC / 3
Network HW vendor	Firewall implementation	# of SIMs
Atea	As a service (HP)	600
Base switch /purchases	Edge switch /purchases	WLAN Base Station /purchases
Cisco (100%)	HP (100%)	Aruba (100%)

Development project

Software Defined Network	
Schedule	Phase
2014-H2	Budgeted

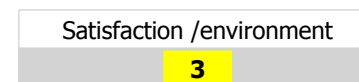| What next / Corporate WAN (with green background)		
Operator change / service tendering	Capacity increase	Connecting offices
Securing usability	Security	

What next / LAN & WLAN (with green background)		
LAN redundancy development	LAN capacity increase	BYOD functionality
Management solution	WLAN redundancy development	WLAN capacity increase
Maintenance services	Application Performance Management	

What next / Mobile (with green background)		
Operator change / service tendering	Capacity increase (4G)	Cost optimization
Security / management	New solution areas	

Satisfaction /environment
3

Business Technology Monitor 2014

Printing

Cape Rock Ltd

| MATURITY ASSESSMENT	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
		Development phase			
			Appliances		
			Management		
			Acquisition, agreements		
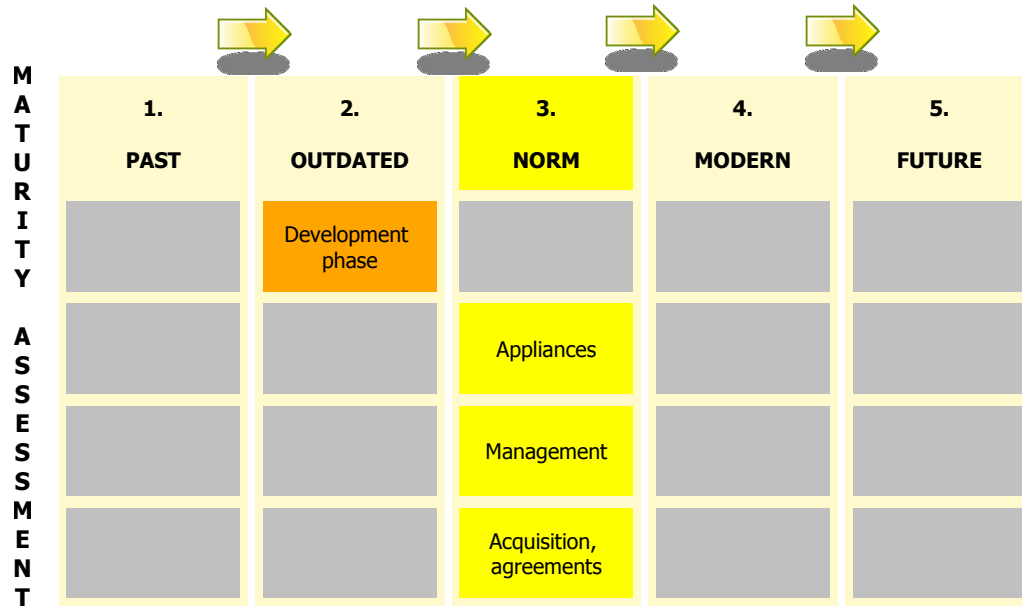
Functionality assessment

The number of devices is optimized and defined on demand basis by printed documents / materials.

By remote management (device management, problem solving, data security and reporting) we are able to control and improve our printing environment.

We recognize printing supplies' share of the total cost and purchase them effectively.

Our printing environment supports also mobile users (user device independent) and new user devices (smartphones, tablets).
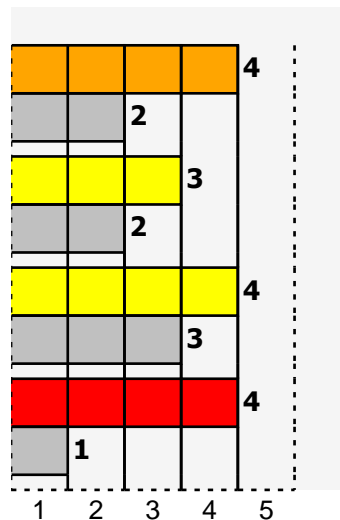
(chart values): 4, 2, 3, 2, 4, 3, 4, 1

Axis: 1 2 3 4 5

Environment

Device type	#	Primary brand /base (share)	All brands & share / new	Vendor /recommend	Primary brand reasoning
Multi-func.-devices	9	Ricoh (100%)	Ricoh (100%)	Ricoh / 4	Maintenance
Wkg printers	20	Brother (100%)	Brother (100%)	Atea / 3	Quality
Personal printers	50	HP (80%)	HP (50%), Brother (50%)	Atea / 3	Price

Acquired as a Service	Devices	Supplies	Maintenance
Multifunction devices (A3)	Yes	Yes	Yes
Workgroup printers (A4)	Yes	Yes	Yes
Personal printers	No	No	No
# of printers (total amount)	Service agreement life span		
79	2015		

Development project

Follow me -printing implementation	
Schedule	Phase
2015-H1	Scheduled

What next / Printing (with green background)		
Optimizing the # of devices	Modernizing the device base	Change into service model
Management solution	Tendering (devices)	Tendering (supplies)
Mobile printing	Follow me printing	
Matrix printer replacement	Label Printing	

Color codes of satisfaction and recommendation				
Poor	Inadequate	Intermediate	Good	Excellent

IT Services -Map

Cape Rock Ltd

Service area	Service model (Self / Outsourced)	Time for change	Management solution	Satis-faction	Service provider (external) /Recommend
Workstation services	Self	2015	No solution	2	/ -
Service Desk	Self	2015	No solution	2	/ -
Mobile device management	Self	2014	ActiveSync	2	/ -
Systems management	Outsourced	2015	MS System Center	3	Enfo / 3
Capacity services	Self	2015	MS Azure	4	Microsoft / 3
LAN management	Self		HP	4	/ -
Web Services	Self		MS Azure		Microsoft / 3
ITSM	Self		BMC Remedy	3	/ 3

Color codes of satisfaction and recommendation				
Poor	Inadequate	Intermediate	Good	Excellent

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IT Service Models

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	1. PAST	2. OUTDATED	3. NORM	4. MODERN	5. FUTURE
M A T U R I T Y		Business support			
A S S E S S M E N T			Model		
		Technology & service production			
		Service control & management			

Environment

Systems management solution	ITSM solution	IT employees (own + other's)
MS System Center	**BMC Remedy**	**10 + 5 = 15**

Development project

Evaluation whether to outsource Service desk and workstation management	
Schedule	Phase
2015-H1	**Research**

What next / IT Infra Management	
Server Management solution	**Storage Management**
LAN / WLAN management	Virtualization management
Mobile Device Management (MDM)	**Workstation management**
Pre-emptive device / appliance management	

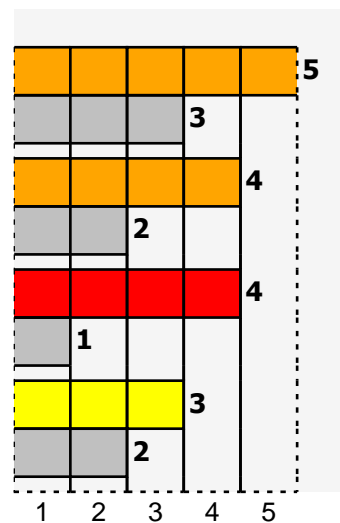| What next / IT Service Management	
Asset management (Hardware, Software, and Service)	**Service Portfolio, Release, and Lifecycle management**
Service Order & Delivery Automation	Self Service Models
Outsourcing of Service Operations	

Functionality assessment

Mission - / business critical systems are secured by proactive monitoring & automatic fault recovery functions.

Solutions' service model has freed resources from systems & environment maintenance, solutions management and IT resource development.

Our IT infrastructure is managed with modern tools that cover the whole (network, servers, data security, workstations, mobile devices).

The capacity & cost of our systems environment scales rapidly and flexibly when needed.

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Roadmap of solutions development projects

3.3.2014	2014		2015	
	1-6	**7-12**	**1-6**	**7-12**
ERP			New ERP Evaluation	
Financials				
HRM	Implementation of recruitment module			
Payroll				
CRM		Version upgrade		
Supply Chain Management			New SCM Evaluation (part of ERP Evaluation project)	
Business intelligence		New DW Implementation, Master Data Governance Process implementation		
Web store				
Procurement				
Project management	Expand teh use of EPM tool in whole Group			
Document management		New DM/Intranet solution in MS Office 365 environment		
Mobile app				

Color codes=phase of project	Research	Scheduled	Budgeted	Under way

Roadmap of development projects

Cape Rock Ltd

3.3.2014

	2014		2015	
	1-6	**7-12**	**1-6**	**7-12**
IT management		Project Management Office (PMO) Implementation		
Messaging & Collaboration		MS Lync implementation, integrations to mobile switchboard and video conference equipment		
PCs & Workstations		Adding, evaluating new platforms		
Business Mobility	MDM Solution evaluation			
Systems (Server&Storage)			A plan how to consolidate server and storage environment	
Datacommunication & Networks		Software Defined Network		
Printing			Follow me -printing implementation	
IT Service Models			Evaluation whether to outsource Service desk and workstation management	

Color codes=phase of project	Research	Scheduled	Budgeted	Under way

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