

## IPCB e.U.

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professional, independent ...  
praxis-proven, pragmatic, ...  
plain, open, integrative ...

consult

Business value  
Cost optimization

Service Level Management, ...  
Helpdesk, Monitoring, ...  
Cost controll, cost settlement, ...

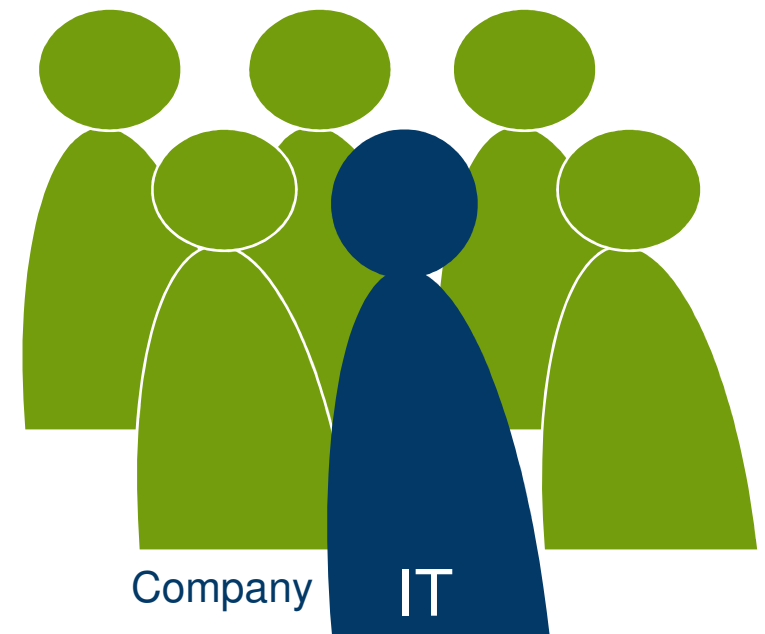
run

Applications, Infrastruktur, ...  
Procurement, Investments, ...  
Partner management, ...  
Service level agreements, ...

build

Application portfolios, ...  
Roadmaps, Organisation, ...  
Services, Ressourcen, ...  
Investment plan, ...  
Employee development, ...

plan



## Focus Areas: IPCB

- IT Processes and Organisation
  - Consulting and Evaluation
  - Set-up of internal and external service organisations
- Application Architecture
  - Analysis and decision support
  - Evaluation of “Fit” to business needs
- IT Management Roles
  - Supplier independent project participation
  - Conduction of change processes in IT operations and projects
  - Coverage of IT perspective for logistic related topics

## Focus on: IT Processes and Organisation

- Typical Issues
  - Are all business relevant processes covered?
  - What are the IT risks? What should be done against?
  - Are resources assigned appropriately? What should be done in-house?
  - Are the IT objectives delivered effectively and efficiently?
    - Are the delivered services the required ones? How to measure service quality?
    - How can interaction between business – IT – supplier be improved ??
  - Are investment plan and operation costs in the right scale ?
    - How to achieve cost transparency and proper IT cost allocation ?
  - Is operations organized sufficiently?
  - Are there potentials for process, service quality, costs?

## Focus on: IT Processes and Organisation

- Possible Starting Points
  - Health check for IT
    - Use of standard questionnaire  
1-2 days initial effort depending on company size and complexity
  - Analysis and improvement of service delivery
    - Identification of business valued processes, critical processes and cost drivers  
Clarification of business required/requested availability, reaction times, ...
    - Praxis-proven set-up of service Service-organisations  
Definition of SLAs („Service Level Agreements“) and service partners  
Problem management and escalation
    - Organisation of service delivery  
Cooperation of internal IT customer - IT - supplier  
Planing of efforts for implementation and operations
  - Support for IT-Sourcing project
    - Identification of demand, preparation of requests for proposals, decision support
    - Implementation of change processes: 1st-, 2nd-level support, supplier , ...

## Focus on: Application Architecture

- Typical Issues
  - Does the existing application landscape still “fit” the company needs?
  - Is a new ERP required?  
How and with whom can this be done?
  - Are there potentials (value, cost) in the system landscape ?
  - How to improve stability and reliability?
- Possible Starting Points
  - Business process mapping to applications, valuation
  - Identification of progress variants, evaluation, decision support
    - Identification of main “pain points”/ open requirements of business
    - Integration of technical and business points of view
    - „Roadmap 1/2:“ Set-up of continuous IT planning process

## Focus on: IT Management Roles

- Example scenarios
  - Independent „customer side“ conduction/support for IT projects
    - Preparation/analysis
    - Quotation process
    - Program- and project management
    - crisis support, escalation
  - Coverage of process and IT perspective for logistic topics
  - Substitution of limited IT-Management capacity
    - IT Management, ERP team management
    - „Operations“-responsibility
  - Planning and conduction of change processes in IT Operations
    - Implementations of service organisations
    - „Sourcing“ changes for services, applications and infrastructure

## In person: Dr. Wolfgang Baumann-Renner

- Various IT Management roles
  - ERP responsibility for Mondi Business Paper (2007-2008)
  - Manager IT Application Operations incl. Helpdesk; (2001-2004, 2008)
  - Restructuring of IT Team Mondi Business Paper (2008)
- Projects Roles
  - Outsourcing
    - ERP Appl. Serv. Management: rule sets, SLAs, transition project, partner management
    - SAP Outsourcing: Demand and solution description, supplier selection, transition
  - Lead / Participation various supply chain projects
    - Site integrations (SK, RU, SA), Warehouse-, transportmanagement optimization, ua.
  - Programm- und Projektmanagementrollen für SAP Einführungen
    - Onsite activities during blueprint and implementation (SK, RU)
    - Technical integration responsibility
  - Implementation of technical roadmap for legacy systems



## contact

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