

Forrester Research: The Future of Technology Operations



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Redefine Your Tech Operating Model

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The question is: Is your organization ready to initiate these changes?

Forrester Principal Analyst Charles Betz defines the challenges of older IT modeling in this recent research paper, The Future of Technology Operations. He examines the ways in which I&O professionals can build agile systems that are compatible with modern ITSMs and are structured around trust and continuous learning.

- ✓ Examine and articulate the issues around traditional IT organization models
- ✓ Define how new processes can work in tandem with modern tech operations
- ✓ Investigate mission-driven, product-centric operating models you can adopt
- ✓ Establish a strategy for transforming your organization's processes to meet new standards

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