

CASE STUDY

Driving IT Transparency and Efficiency in the Public Sector Using SAP LeanIX

Unlocking Transparency, Efficiency and Collaboration with SAP LeanIX.



Customer

A large government agency playing a vital role in shaping a strong national economy, is managing a wide portfolio of applications and technical assets across multiple departments. With a workforce of over 400 employees and a significant IT footprint, the agency's main objective was to gain a clearer understanding of its IT landscape, enhance data governance and optimise cost efficiency.

The Challenge

The agency faced the complex task of managing a fragmented IT environment, including more than 400 applications with limited visibility into their performance and lifecycle. This was further complicated by the absence of a unified system for tracking data quality, reducing technical debt and governing an expanding application ecosystem.

- **Data Fragmentation:** Numerous spreadsheets and documents that were difficult to manage.
- **Inconsistent Governance:** Lack of control over who could access and update the data.
- **Siloed Information:** Difficulty in consolidating business and technical insights to inform strategic decisions.

The Solution

SAP LeanIX was the selected tool to centralise and streamline the agency's IT landscape. The organisation successfully created a structured environment with improved governance and reporting capabilities.

- **Governance Controls:** Role-based access control to ensure only authorised users could update and maintain data.
- **Data Quality:** Emphasis on cleansing and verifying data after crowdsourcing information to ensure accuracy.
- **Enhanced Meta Model:** Addition of custom fact sheets to track technical debt, disaster recovery, and security.
- **Business and IT Alignment:** Crowdsourcing business information to complement the technical data, leading to better business alignment.

Implementation

The SAP LeanIX implementation followed a phased, methodical approach. The agency leveraged lessons learned from similar organisations, ensuring that the meta model and data quality were solid building blocks before expanding access.

- **Phased Approach:** Implementing LeanIX in stages, starting with data cleansing and controlled access.
- **Learning from Peers:** Leveraging insights from the LeanIX customer community for a smoother transition.

Outcome

The adoption of SAP LeanIX has significantly improved the agency's operations. The organisation can now generate accurate roadmaps, gain deeper insights into its application portfolio, and make more informed decisions.

Key results include:

- **Data Accessibility:** LeanIX serves as a single source of truth for application and IT component data.
- **Utilising the SAP LeanIX Architecture Decision feature** has started to show which applications have not been endorsed, hence highlighting technology decisions being made outside of the formal governance structure, possibly increasing the cyber-attack surface.
- **Faster Decision-Making:** Reduced reliance on vendors, resulting in faster overall internal decision-making and planning.
- **Improved Stakeholder Reporting:** Enhanced ability to provide stakeholders with meaningful insights and data-driven reports.

Continuous Improvement

The agency's primary goal was to streamline the management of applications, enabling efficient decision-making, reducing costs, and providing a clear overview. With a strong baseline in place, the agency continued their improvement journey, delivering additional results and benefits.

Outcome

Key results include:

- **Lifecycle management** has improved by having visibility of currency debt i.e. end of support, end of life, but the real value lied in utilising this insight to forecast investment bids.
 - **A central repository provides a centralised portal for all documentation** relating to the application landscape including providing all Enterprise Architects with a view of their Portfolio. This has resulted in efficiencies for other teams performing cyber and privacy assessments on an application in half the time. The consistent approach and format to all Portfolio and Domain Roadmaps has highlighted the lifecycle and technology categories per technology domain at a touch of a button.
 - **Capturing a metric around the reuse of Patterns and Standards** has underpinned a large part of the **cost savings** and **cost avoidance**. These standard metrics as well as the use of the lifecycle catalogues are enabling a regular review of the Patterns and Standards, with a continuous improvement theme underpinning it.
- Enhanced Consolidation** of multiple Disaster Recovery excel spreadsheets now enables **DRP reporting** based on criticality as well as recovery order, supported once again by the Lifecycle catalogues to determine when applications need to be reviewed.

Conclusion

The agency's experience with SAP LeanIX has been transformative. By centralising their IT data, implementing strong governance, and reporting capabilities, they streamlined operations, saved time, and reduced costs. SAP LeanIX provided not only a clear view of the technology landscape but also empowered the team to make informed, data-driven decisions. The positive outcomes from enhanced governance to significant cost savings highlighted the value SAP LeanIX delivered, making the organisation more agile, efficient, and capable of supporting a long-term IT strategy.