

# MSP team structure – our journey

(with many stops to go)



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Value



### CIO's Hierarchy of IT needs

- Creates new industry
- Extends into new businesses
- Increases revenue
- Increases efficiency
- Decreases costs
- Keeps business happy
- Does not cost much
- Does not embarrass
- Does not crash



### CEO's Hierarchy of IT needs

- Define new frontier
- Expand the business
- Optimize business processes
- Support the business
- Get fundamentals right



# Tech @ MSP – Looks familiar?

## AIRPORT & BUSINESS SYSTEMS

Including:

- Passenger Processing Systems
- Gate allocation systems
- Flight Information
- Digital Signage
- High Performance Radios
- Video Security
- Access Control
- Paging Systems
- Queue Management & Passenger Flow
- Parking Systems
- Building Management
- ERP systems
- Budgeting & Workflow
- 192 other systems

## IT/SUPPORT SERVICES

Including:

- End User Support
- Mobile Services Support
- Phone/VM Support
- Communication and Collaboration Systems

## NETWORKING/HOSTING SERVICES

Including:

- Hi-Speed Internet
- Wireless Internet
- Dedicated Private Networks
- Fiber Optic Backhaul
- Cabling and connectivity
- Datacenter Hosting
- Common Antenna Systems

# How should the Tech team be structured @ Airports?

- Environment
- Pain points
- Goals and objectives (map)
- Resources and Support
- **Strategy**



# STRATEGY AND APPROACH ('15-'18)

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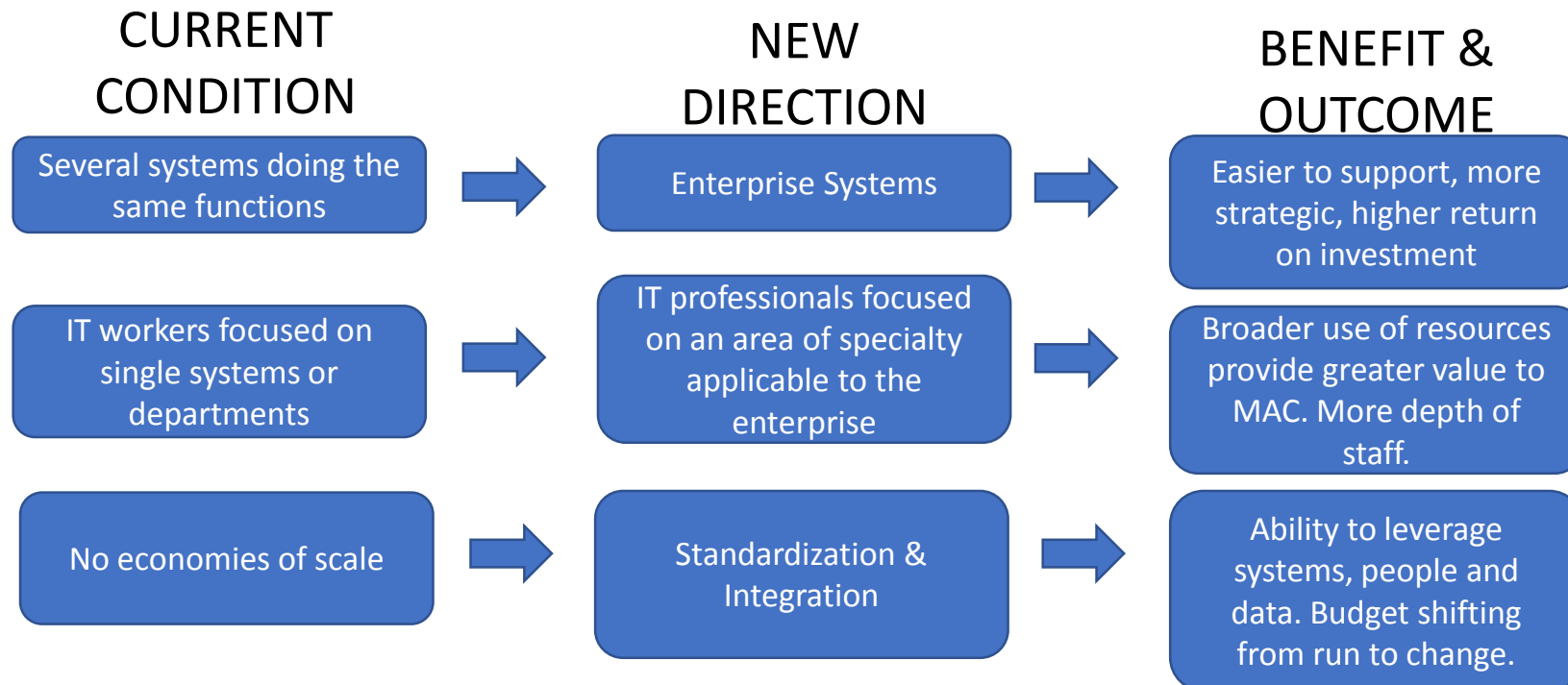
- External assessment found IT team @ low levels of performance and maturity
- Selected straight forward strategic framework



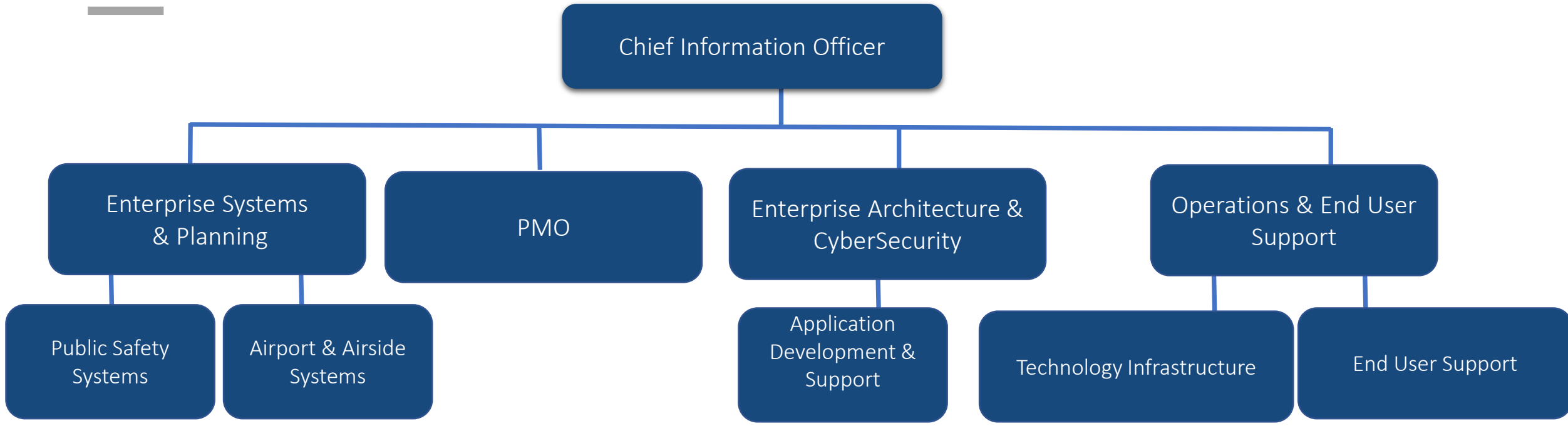
- Enterprise view – Principles of simplification, elimination of variability, reuse and standardization
- Service execution maturity best practice investments – PMO, ITSM, NIST
- IT group is a critical partner in delivery – foster business partnerships – be at the table

## ESTABLISHING AN ENTERPRISE VIEW

By addressing the former disjointed approach of technology implementation and management at the MAC we can gain tremendous *efficiency and enablement of the business*.



# Functional IT Organization



47 TOTAL PERMANENT MEMBERS

33 CONTRACTED TEAM MEMBERS

# MSP IT structure attributes

- Lean core team
- Source capacity peaks
- PMO and ITSM/ITIL heavy – lots of investment in fundamentals
- Source commodities – Leverage cloud
- Integrate vs. build
- Architecture and standards heavy
- Simplification and elimination of variability strategy
- Value agility and speed

