

CASE STUDY: IT STRATEGIC PLANNING CHICAGO TRANSIT AUTHORITY – IT TRANSFORMATION

CHALLENGE

The Knight Point Team led an effort at CTA to develop a comprehensive, up-to-date profile of the organization's technology environment, as well as its inherent relationships and dependencies. CTA lacked access to critical IT data and required a single repository of information to assist in making informed operational and strategic decisions. CTA was unable to effectively manage change and plan for the future because there was not a clear view of the IT environment.

SOLUTION

The Knight Point Team led an IT discovery project and developed a technology profile as a start to a greater Enterprise Architecture (EA) effort. This technology profile:

- Provided an inventory of CTA's IT resources and their interdependencies;
- Improved the understanding of the relationships and dependencies of organizational units, business processes, applications, servers and other infrastructure components
- Provided a more effective evaluation of the impact of future business and technology changes.

In conjunction with the initial discovery effort, the Knight Point Team conducted an extensive "Systems Useful Life Analysis" to better understand each application's status, the interdependencies of systems and applications, and actionable plans for upgrading and retiring "out-of-life" applications.

RESULT

The Knight Point Team defined a multi-year IT strategy in line with "Lean IT" principles and practices, in order to drive the elimination of waste that contributes to underperforming customer service, increased delivery costs and decreased productivity. The Team utilized EA, a blueprint for aligning IT to a dynamic business environment, to advance CTA's strategic objectives of cost savings, operational efficiency and delivering IT-enabled business innovation to facilitate increasingly high performance of technology. The Knight Point Team's EA approach provided CTA with the data required to determine whether their IT environment could support emerging technologies and predict what effect these technologies would have across the organization

ABOVE & BEYOND

CTA continues to concentrate on aligning all of its resources and functions, including IT and information management, with its core mission and key business processes by focusing the following:

- Enabling organizational transformation, investment planning, and decision-making;
- Ensuring that business areas meet mission goals and achieve value from their IT investments and applications by aligning to an enterprise model; and
- Integrating with Investment Portfolio Management, System Lifecycle, and IT Security.

ABOUT KNIGHT POINT

Knight Point Systems, LLC (KPS) was founded in 2005 to address the IT and infrastructure challenges facing Federal government agencies. Since that time, KPS has established itself as one of the fastest growing providers of technology and consulting services across Federal government, State and Local government, and commercial enterprises. Our staff maintain expertise spanning a wide spectrum of IT management, technology, and service solutions. We are repeatedly recognized as a "Best Place to Work" for maintaining an exceptional work environment for our employees. KPS is appraised at Capability Maturity Model Integration (CMMI) Level 2 and holds ISO 20000-1:2011 and ISO 27001:2005 certifications. Through KPS' Horizon, our customers are able to consume technology and services traditionally, cloud-enable their data centers on premises through our 'as a Service' offerings, or transition services off premises to KPS' cloud environment.

CONTACT

1775 Wiehle Avenue, Suite 101
Reston, VA 20190

703.657.7050

info@knightpoint.com
www.knightpoint.com