INFORMATION TECHNOLOGY PORTFOLIO

Sanitarium Health Food Company

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David Heise

Contents

1. Introduction

The information technology (IT) portfolio is a tool for making better decisions about your agency's investment in computers, computer software, networks, staff, and supporting facilities. In effect, it is a summary containing the essential information required for effective executive management and oversight of technology within the agency. It does not replace the agency's existing technology management structure, although it will simplify the sharing of management information within the agency and between agencies. It should be presented in a manner that highlights the most important information in the portfolio from a management perspective.

The portfolio contains essential information about the agency's use of IT. Its focus is on the relationships between IT and agency mission and programs. The portfolio includes information about business strategies, operational systems, potential investments, development projects, and technical standards and capabilities.

An IT portfolio is a compilation of information about an agency's investments in its IT infrastructure. The information is organized to show how these investments support the agency's mission and programs and to demonstrate the relationships among current and planned investments. The portfolio enhances the ability of key decision-makers to assess the probable impact of investments on an agency's programs and infrastructure, as well as on the overall state IT infrastructure. These decision-makers include agency executives, Department of Information Services (DIS) management and staff, ISB members, and members of the Legislature.

1.1. Scope

Enterprise-wide IT Investment Decision Making

1.2. Business Dependence and Risk Assessment

Impact Severity Criteria

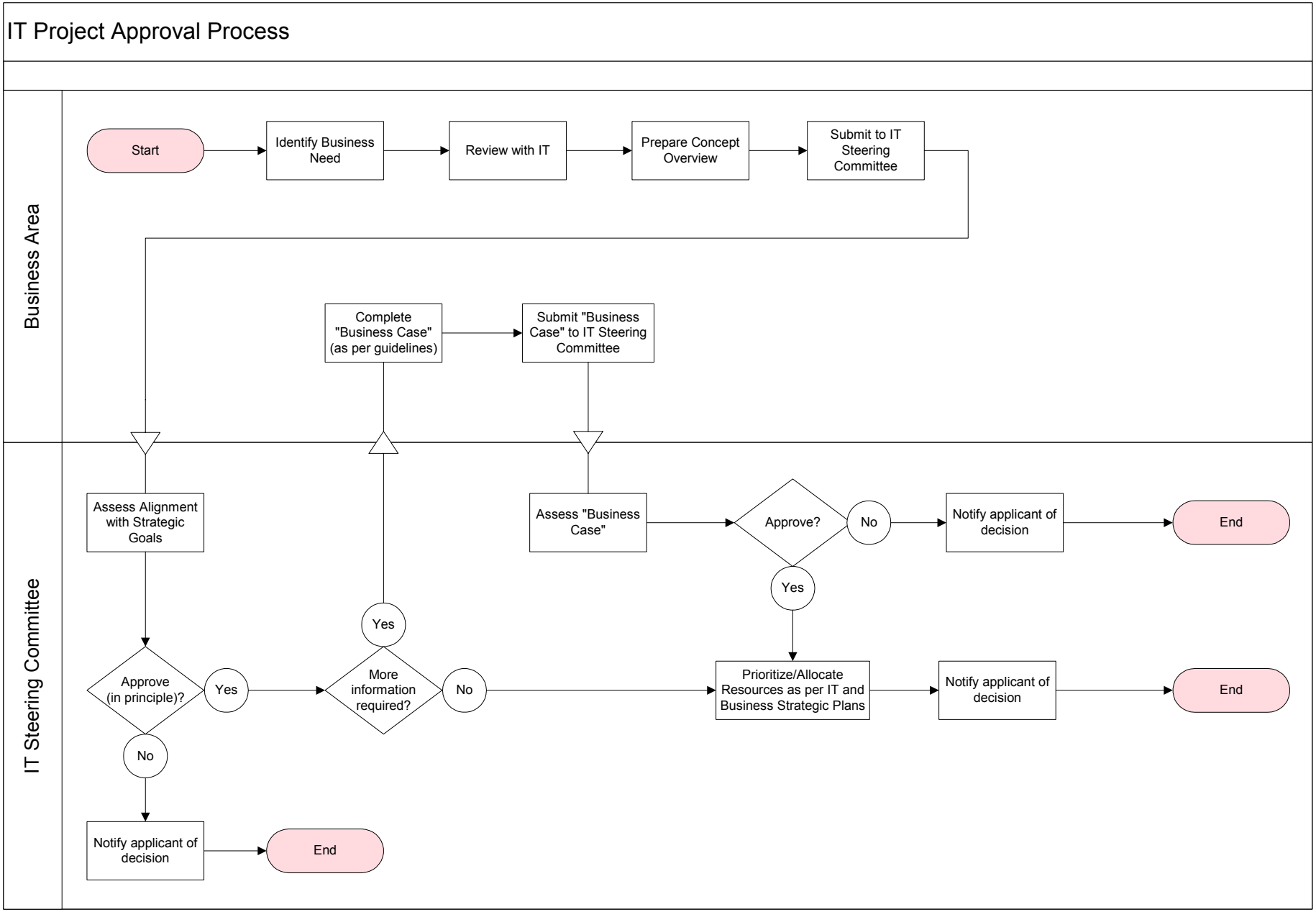
	Categories			
Levels	**Impact on Clients**	**Visibility**	**Impact on State Operations**	**Failure or Nil Consequences**
High	•	•	•	•
Medium	•	•	•	•
Low	•	•	•	•

Risk Level Criteria

	Categories			
Levels	**Functional Impact on Business Processes or Rules**	**Development Effort & Resources**	**Technology**	**Capability & Management**
High	•	•	•	•
Medium	•	•	•	•
Low	•	•	•	•

[Links to Business Continuity Plan]

1.3. IT Project Approval Process



2. The IT Portfolio

[borrowed from http://www.wa.gov/dis/portfolio/itportfoliomanagementstandards.htm]

2.1. Overview – Sanitarium IT Enterprise Architecture

[Develop a conceptual view of the Sanitarium Enterprise Architecture. For example…]

Because of Sanitarium's investment in SAP, all future IT projects will build on SAP as our Enterprise Architecture. This means that new projects will start with an examination of the solution provided through SAP. If the solution falls short on goodness-of-fit criteria, then build-or-buy alternatives will be considered only if they conform to the SAP information architecture.

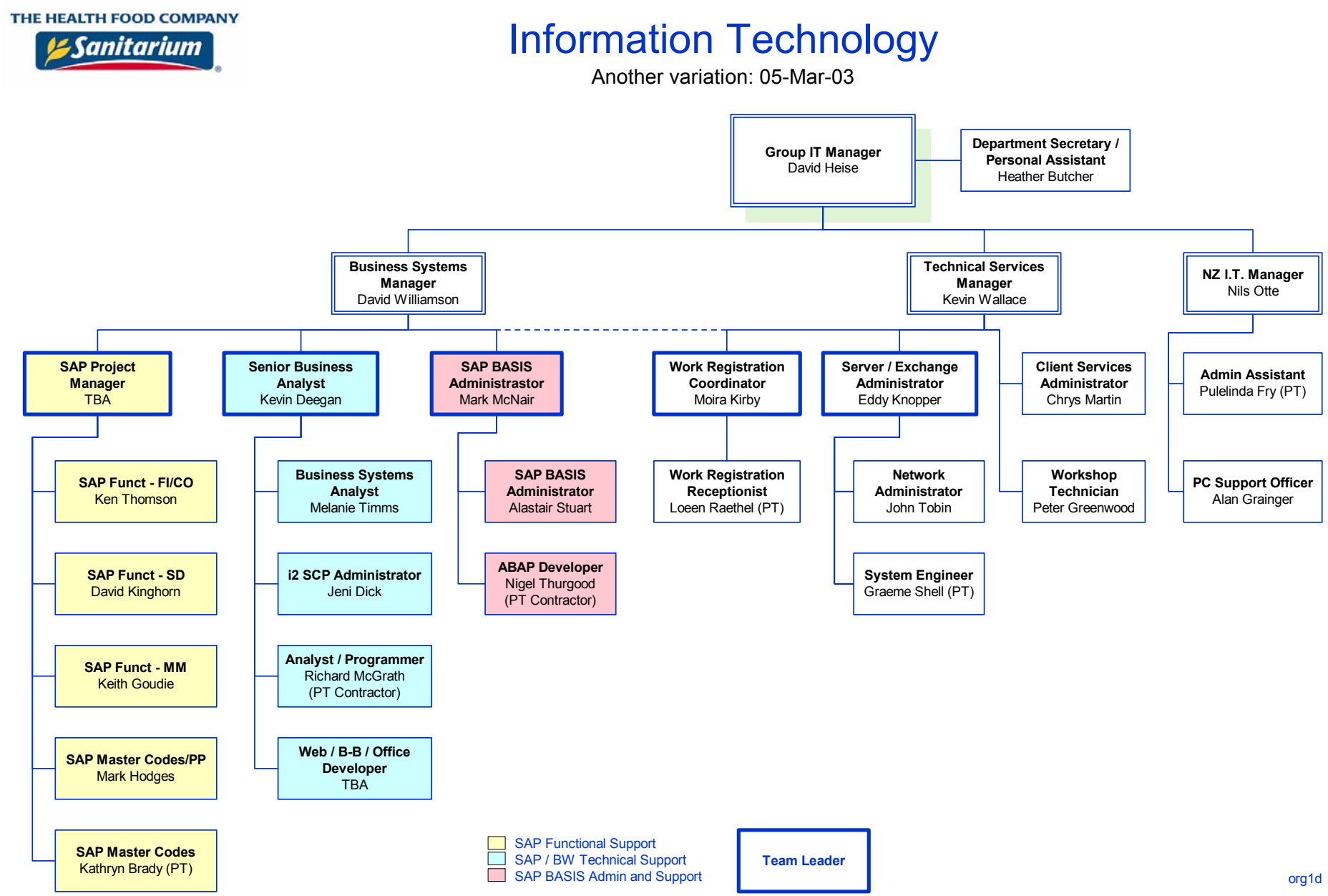
2.2. IT mission, vision statements, and strategic plan

[appropriate extracts/summaries from IT Strategic Plan]

The Information Technology Department (IT) of Sanitarium exists to support the achievement of the Company's business objectives. IT achieves this at two broad levels by:

- providing reliable, effective and efficient customer service to computer users in the form of hardware and software support
- providing advice, direction and support to the business in the utilisation of information technology as a resource of significant strategic value

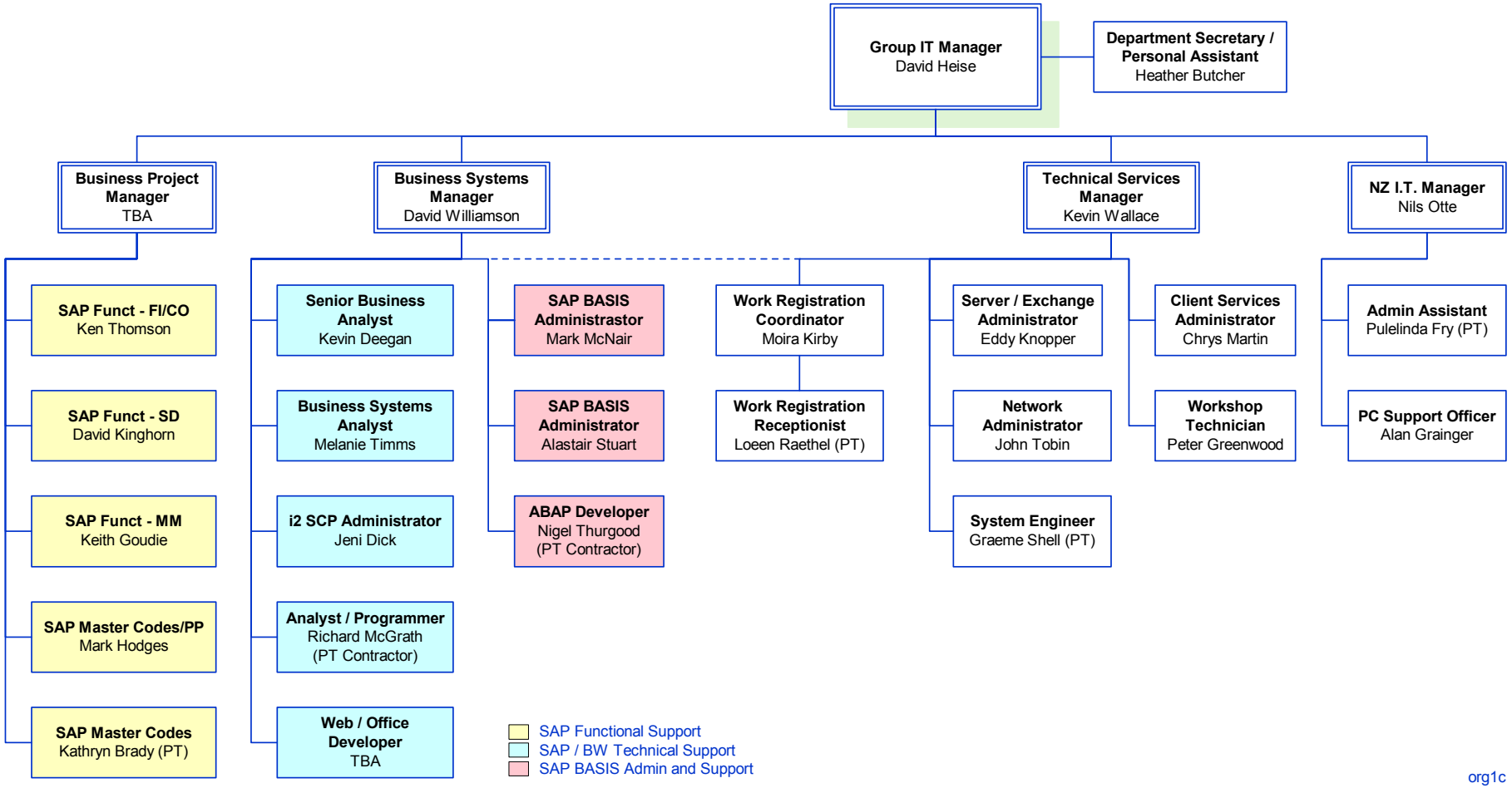
2.3. *Personnel resources*



THE HEALTH FOOD COMPANY
Sanitarium

Information Technology

A further option - Mar-03



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2.4. Inventory of Current IT Investments

Infrastructure investments

[Current investments, or time scale with purchase date, depreciation & maintenance]

1. Servers
2. Network plant
3. PCs
   a. Hardware
   b. Software
4. Printers

Technology Investment / Project Summaries

[Current investments, or time scale with purchase date, depreciation & maintenance]

1. SAP
   a. FICO Financials / Costing
   b. SD Sales & Distribution
   c. PP Production Planning
   d. MM Materials Management
   e. BW Business Warehouse
2. i2
   a. SCP Supply Chain Planning
   a. DP Demand Planning
   b. RPS Rhythm Production Planning
3. Other Systems (selected)
   a. CHRIS Comprehensive Human Resources Information System
   b. KRONOS Time & Attendance
   c. LIMS Laboratory Information Management System
   d. PM's Three other Plant Maintenance packages in use
   e. PMS Promotions Management System (handles trade spend)
   f. CRS Consumer Response System
   g. …
   h. 150+ others

2.5. Planned Investments / Projects

[project costs of ownership on a timeline]
These lists are still under development, and wide input is being sought, first concerning projects that should be on the list, and then for prioritizing the projects.

Infrastructure

1. Network infrastructure upgrade
   - Aging network equipment not maintainable beyond 2004
   - Backbone networks (FDDI) reaching capacity (implications for SAP)
   - Increasing requirements for more bandwidth to desks (fast Ethernet)
   - Future requirements for secure wireless networking as cost-effective alternative to expensive cabling.
2. Internet bandwidth upgrade
   - To meet growing demands of B2B, EDI, and email
   - Need to improve reliability and redundancy – possible second link into Auckland with different provider
   - Requirement to move to Sanitarium-owned network address space
   - Firewall improvements to meet security risks of Sanitarium as a higher bandwidth target, and provide increased scalability for B2B requirements.
   - Increased requirements for telecommuting workers via higher bandwidth (e.g. ADSL)
3. Active Directory migration
   - Essential network management and security upgrade to support current and future core infrastructure.
   - Essential to support Exchange and SOE initiatives
4. Exchange migration
   - Current Sanitarium version not supported beyond 2003.
   - Essential to support current workflow requirements (SAP and non-SAP)
   - Essential to support future remote access requirements (e.g. route trade, roaming users)
5. Standard Operating Environment
   - To control PC Total Cost of Ownership and improve level of service
   - Greatly simplifies deployment and management
   - Improvements to reliability and remote support
   - Addresses legal and security risks via policy-based management (e.g. legal risk of uncontrolled software deployment, security risks of internal hacking)
   - PCs are one of the biggest single IT costs, and one of the most poorly managed.

Business Systems

1. Enterprise Portal – spans the organisation and beyond
   a. Intranet – facilitates corporate culture initiative and distribution of business intelligence
   b. Extranet – for business to business collaboration
2. Business Information Warehouse – further deployment
   a. Sales Analysis
   b. Reporting and analysis across the enterprise and beyond
   c. Delivery of Digital Dashboard via Enterprise Portal
3. Business-to-Business
   a. Develop a corporate strategy
4. Supply Chain Management (SCM)
   a. i2 migration to APO (Advanced Planning and Optimization)
   b. Warehouse Management
   c. Plant Maintenance
5. Product Life-Cycle Management (PLM)
   a. R & D Project Management
      (including Document Management)
   b. Quality Management
      (including Vendor Performance Evaluation)
   c. Recipe / Specifications Management
   d. Knowledge Management
   e. LIMS
6. Customer Relationship Management (CRM)
   a. Mobile Computing
   b. Trade Promotions Management
   c. Campaign Management
7. Workflow
   - Target business processes where the greatest improvement is possible.
   - Automate flow for multi-step processes to improve process quality and throughput.