



# IT Infrastructure Strategy for "New Normal"

#3 KPMG Webcast



1

# Remain calm

Stay focused on what is most critical

Critical Personas, systems, processes

Engage Business Partners

Prioritize critical partners, vendors

2

# Focus on the workforce and your people

Flexible hours

Adjust capacity plan

Critical back ups

3

# Communications

Frequent, engaging, human and empathetic



Frequent personal empathetic

Highlight values and examples

4

# Remote working

right-scale infrastructure and access  
capacity



Changing / Trainings networks

Scale call center

5

# Enable

self-service and scale automation

Streamline systems of engagement

Leverage bots

6

# Optimize

cloud and hybrid infrastructure

Scale cloud, traditional, hybrid

7

# Review

governance, risk and control frameworks

Impacts of policies and controls

Enhance cyber vigilance



8

# Avoid the tendency to slush and burn your transformation initiatives



Cloud, automation, agile

9

# Reframe funding

Move to variable cost model

10

# Understand

the implications to your operating model

Process

Technology

Governance

People

Service delivery model

Performance insights and data

# Thank you



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