

Integration Competency Center Director

Informatica Professional Services

Description

As an IT or line of business executive, you may desire Informatica's experienced guidance and thought leadership when initially implementing an Integration Competency Center (ICC). To assist you, Informatica provides an ICC Director services offering.

The ICC Director has overall responsibility for planning and managing an Integration Competency Center on behalf of the client. An ICC Director position is usually a permanent position within an organization, but may be staffed temporarily on a contract basis with Informatica providing expertise and mentoring based on our experience and thought leadership. This expertise may be provided by Informatica either on a long-term basis, such as multi-year program or outsourcing arrangement; a medium-term assignment such as a 6-12 month merger or acquisition; for a short-term such as a 1-4 month ICC start-up or re-launch; or for a targeted data integration initiative.

The ICC Director works with cross-functional management teams, project teams, technology groups, business architects, external supply-chain partners, technology suppliers, and other stakeholders to plan and operate the ICC. Specific activities vary subject to the ICC scope, life-cycle, organizational model, and maturity level.

Reports to:

C-level executive such as the CIO, CTO, or COO; May also report to a line of business executive.

Responsibilities:

- Determine the scope and mission of the ICC and gain executive support
- Define the organizational model for the ICC and its core operating principles
- Select the initial project(s) to be supported
- Develop and manage the ICC work plan and service levels
- Manage ICC processes, operating rhythm, and budget
- Resolve budget issues
- Work with the management teams to procure and assign the appropriate resources
- Communicate progress and exceptions to project sponsor(s)
- Ensure delivery on commitments and service level fulfillment
- Establish a 30/60/90/120+-day plan (See notional example below.)

30 Day Plan

- Identify, assemble, and budget for the human resources necessary to support the ICC rollout
- Identify, estimate, and budget for the necessary technical resources (e.g., hardware, software)
- Identify and start planning for the initial projects that will utilize the ICC shared services
- Implement a short-term technical infrastructure for the ICC

60 Day Plan

- Provide the shared resources to support the ongoing projects that use ICC shared services
- Provide resources to support the deployment of objects across environments (dev/test/production) and monitoring of ongoing production processes (production support).
- Start building, establishing, and communicating processes to sustain the ICC including:
 - Services and service levels
 - Naming standards and code/mapping reviews
 - Deployment processes
 - Performance tuning techniques
- Build out additional features into the short-term technical infrastructure that can improve service levels of the ICC and reduce costs. Examples include:
 - PowerCenter Team Based Development Model
 - Metadata Manager
 - Data Profiling and Cleansing options
 - Various PowerExchange data access products

90 Day Plan

- Continue to provide production support services for projects leveraging the ICC infrastructure.
- Provide training to project teams on additional ICC capabilities.
- Finalize and fully communicate all ICC processes (e.g., the processes listed in the 30 Day Plan)
- Develop a governance plan to ensure that all objects/code developed for projects leveraging the ICC are reviewed by a governing board of architects and senior developers before being migrated into production
- Establish SLAs between the projects leveraging the ICC shared services and the ICC itself
- Begin work on a chargeback model to ensure that projects that join the ICC after the first year provide an internal transfer of funds to support the ICC based on their usage of ICC shared services. Typically, chargeback models are based upon CPU utilization used in production by the project on a monthly basis
- Complete appropriate implementation of DR/Failover for the ICC infrastructure as projects that have disaster recovery/failover needs join the ICC

120+ Day Plan

- Implement a long-term technical infrastructure, including both hardware and software. This long-term technical infrastructure can generally provide cost-effective options for horizontal scaling
- Proactively implement additional software components that can be leveraged by ICC customers/projects. Examples include:
 - High Availability
 - Enterprise Grid Option
 - Unstructured Data Option
- After initial project successes leveraging the ICC shared services model, establish the ICC as the enterprise standard for all data integration project needs
- Provide additional chargeback models offering greater flexibility to ICC customers/projects.
- Expand ICC service offerings beyond simple development and production support to include shared services resources that can be shared across projects during the development and testing phases of the project
- Establish an ICC "Help Desk" that provides 24x7 production support
- Consider negotiating with hardware vendors for more flexible offerings

Qualifications/Certifications:

- Proven and sustained leadership and evangelism of ICC capabilities
- Ability to work collaboratively with colleagues and staff to create a results driven, team- oriented environment
- Ability to plan and manage at both strategic and operational levels
- Ability to lead and motivate staff
- Ability to influence change in others across the organization
- Excellent interpersonal and communication, including effective public speaking skills and presence
- Able to work effectively with both business and technical stakeholders
- Technical proficiency in architecture, data integration, and systems integration
- Ability to interpret technology and market trends as a foundation for ICC and product roadmaps

For more information, contact Informatica Professional Services at ips@informatica.com



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