

Telecommunications Industry Association (TIA)

The New TR-60 Standards Committee for *ICT Lifecycle Management*



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Discussion Outline

- **Mission of TR-60**
- **Technology Management Challenges**
- **Business Challenges**
- **Business Outcomes**
- **Content structure & timeline**
- **Participation**
- **Questions**



TIA TR-60 Mission

To develop and maintain a suite of standards providing performance and business outcome focused requirements for the management of Information and Communications Technology in the commercial and government sectors.



TIA TR-60 Technology Management Challenges

Respond to the lack of overarching ICT lifecycle management standards in commercial and government. The lack of standardized best practices have led to intractable problems including:



TIA TR-60 Technology Management Challenges

- Logjams of old technology preventing updates and progress
- Siloed management of technology by multiple, disconnected teams
- Inability to implement regional, national or global centralized management
- Lack of standard to manage MSP's performance or set SLAs



TIA TR-60 Technology Management Challenges

- Lack of common naming and standards resulting in confusion from site to site
- Audit required for each move, add or change
- Inability to identify dependencies during moves, adds and changes
- Expensive, expertise-intensive reverse engineering for disaster recovery and business continuity



TIA TR-60 Technology Management Challenges

- Lack of visibility to installed infrastructure and equipment without site visits
- Lack of compliance (and education of) existing corporate standards (30% compliance)
- Lack of processes and systems to maximize data collection and management
- Lack of audit trails to manage change



TR60 Relevance to EMEA Region

- Rapid development
- Technology transformation
- Infrastructure standards, consistency
- Containing operational costs
- “Add on” or “Build New”?
- Policies, Trusted Data, Naming Standards
- Stakeholders



Example



For more: <https://www.reddit.com/r/cablegore/> but TR-60 is more than just cable management.



TIA TR-60 Business Challenges



Business outcome and operational issues surrounding technology management:

- **Cost and complexity of managing technology in local, regional, national and global enterprises**
- **Coordination of technology management with other business units**
- **Synchronization of technology management with desired organizational business outcomes**
- **Governance of internal and external (outsourced)**

TIA TR-60 Business Challenges

- Technology management resources
- Planning and budgetary coordination for technology management
- Risk issues (horizon, mitigation, planning) for technology
- Supply chain and logistics issues impacting technology management
- Sourcing and procurement of ICT hardware, software and services



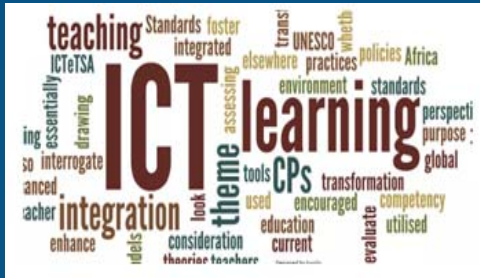
TIA TR-60 Business Challenges



- Identification of technology management skills and capabilities for HR use in positions descriptions, training and management
- Management of technology during operations, including lifecycle tracking and end of life
- Reduced management costs from standardized naming and documentation of ICT configuration items
- Enhanced technology-related change management

TR-60 Business Outcomes

- **Informed real-time IT & technology decisions**
- **Reduction in Capex and Opex due to efficiency**
- **Improved change management with audit trails**
- **Reduced travel costs for projects and maintenance of technology**



TR-60 Business Outcomes (2)

- **Baseline for Internal and MSP performance management**
- **Improved management of remote sites**
- **Improved performance across numerous security metrics**
- **Improved internal and external stakeholder coordination**



TR-60 Content Structure



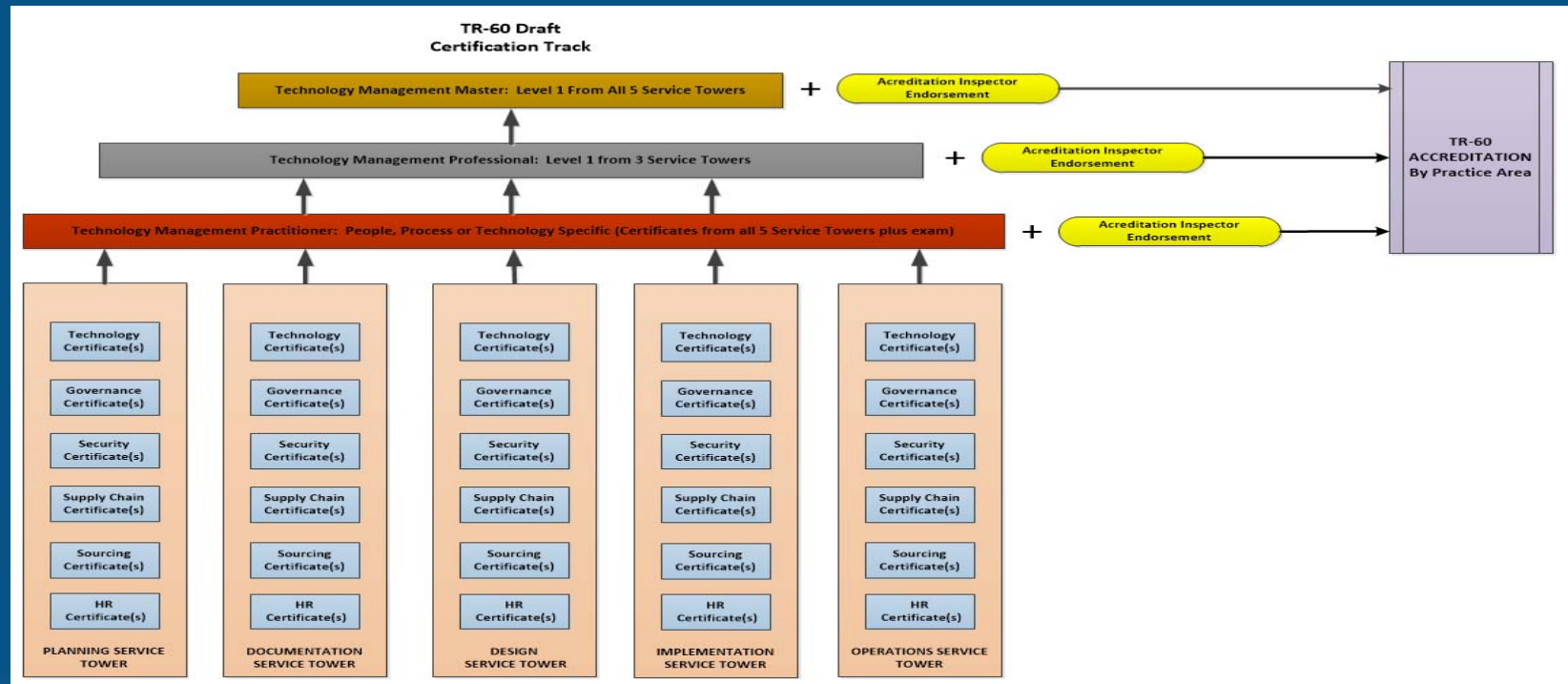
Organized
into 6
Practice
Areas:

- TR-60.1 Technology
- TR-60.2 Governance
- TR-60.3 Security
- TR-60.4 Supply Chain and Logistics
- TR-60.5 Sourcing and Procurement
- TR-60.6 Human Resources

Each
Practice
Area
divided
into 5
Service
Towers

- Section A: Planning
- Section B: Documentation
- Section C: Design
- Section D: Implementation
- Section E: Operations

Training and Accreditation Roadmap



Timeline

- ✓ Kickoff
- ✓ Committee Formed
- Working Group Chair Assignments
- Working Group Membership
- Working Group Charters and Outlines
- Draft Vertical Standards or Supplements

January 2020

February 2020

March-April 2020

Q2 2020 – Q1 2021

Q2 2021

- ✓ Standard Structure Roadmap
- ✓ Working Group Operating Format

- TR-60.1 Core Standard Draft
- ANSI Adoption Process
- Vertically-Focused Standards or Supplements



Examples of TR-60 Participants

- **Auditors – People, Process & Technology**
- **Building Managers / Facility Managers**
- **Business Analysts / Business Process Managers**
- **Business Continuity / Disaster Recovery Professionals**
- **Consultants – From 5 Service Towers**
- **Data Center Managers / Colo Providers**
- **Database Administrators**
- **Enterprise and Government IT Executives & Managers**
- **IT Service Management Professionals**
- **HR Professionals**
- **IT Asset Managers (ITAM)**
- **Managed Service Providers**
- **Manufacturers**
- **Project Managers / Administrators**
- **Security Professionals – Physical & Information**
- **Systems Integrators**
- **Telecom Service Providers**
- **Technology Design Engineers**
- **Technology Manufacturers**
- **Universities, Colleges, Educators & Training Companies**



TIA | TR-60 Formal
Scope May 2020

TR-60 Select Participants

- 3rd Rock Air
- BCL IT Consulting
(secretary)
- BICSI
- Concert Technologies, Inc.
- Disney
- Global Com, Inc. (vice-chair)
- JPMorgan Chase & Co.
- Koch Industries (Molex)
- Legrand
- Panduit
- Schneider Electric
- Square Mile Systems, Inc.
(chair)
- SureNet
- University of New Mexico
- USDA



What Should Prospective Participants Know?

- **TR-60 welcomes telecom and IT leaders from industries beyond telecom**
- **TR-60 is creating a framework around which major ICT modernization and maintenance contracts may be driven**
- **TR-60 aspires to be an essential standard that improves efficiency, reliability ...and readiness for the next “black swan” disruption in society.**



TIA Thanks BICSI for its Partnership on TR-60

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