

IT/OT Reliability & Service Improvement

Why do the same IT/OT issues return?

Connect recurring service issues to their architectural causes. Agree who owns the fixes and which improvements to tackle first.

For industrial IT, operational technology and plant leaders facing recurring service issues.

MAKE ISSUES VISIBLE

Recurring incidents
Plant dependencies
Unclear handovers

**AGREE THE WORK**

Priorities and causes
Owners and dependencies
Acceptance evidence

**FOLLOW THROUGH**

Owned backlog
Service and recovery roles
Operating handover

Connect local service issues to the structural changes needed across teams and sites.

What you take away

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| 01 | Service and dependency map | A shared view of critical services, plant context, suppliers and responsibilities. |
| 02 | Owned improvement backlog | Prioritised actions with accountable owners, dependencies and completion criteria. |
| 03 | Operating roadmap | Monitoring, maintenance, escalation and recovery roles, plus operating documentation, handover and progress reviews. |

Why AGILA

AGILA connects service improvement to the wider plant-to-enterprise architecture, data foundations and delivery dependencies.

Architecture and improvement support. Your operations teams retain daily monitoring, incident response and operational authority.

Start with one service or plant. Extend the scope when shared dependencies justify a wider operating roadmap.

Bring a recurring service problem.

Start with the issues that keep returning and the teams involved.

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