



# Modern delivery

## Optimize and integrate the IT value delivery chain to drive digital transformation

At the heart of the Future of IT lies a fundamentally different way of rapidly and safely developing and deploying technology, which we call modern delivery. Built upon continuously anticipating and leading customers to new digital interactions, it requires business and technology teams to be tightly coupled across all aspects of the lifecycle.

### The challenge

Without an optimized modern delivery model, organizations struggle to find business value in the products and services IT delivers.

#### IT challenges

- Difficulty scaling a transformation program
- Difficulty scaling agile
- Lack of end-to-end control for delivery teams
- Lack of a standard DevSecOps toolchain
- Lack of modern architecture capabilities

#### Business challenges

- Executive buy-in
- Change in culture and incentives
- Impact on day-to-day operational roles
- Lack of data and integration to allow business to realize value

While businesses enabled by high-performing IT organizations are:

208 X > Deploying code more frequently

106 X > Shortening delivery cycles

2,605 X > Recovering from incidents faster

7 X > Reducing change failure rates

### The opportunity

The modern delivery model enables organizations to keep pace and run at market speed.

Digital leaders consistently apply six modern delivery model components that accelerate adoption and maximize value, and changing the technology delivery model requires a comprehensive understanding of organizational, procedural, architectural, and technical challenges to maintain integration between the business and IT.

An optimized modern delivery model requires an organization to:



Orient teams around products rather than projects



Align teams by objectives and key results (OKRs)



Implement a scaling framework (ex.SAFe)



Leverage a connected DevSecOps toolchain



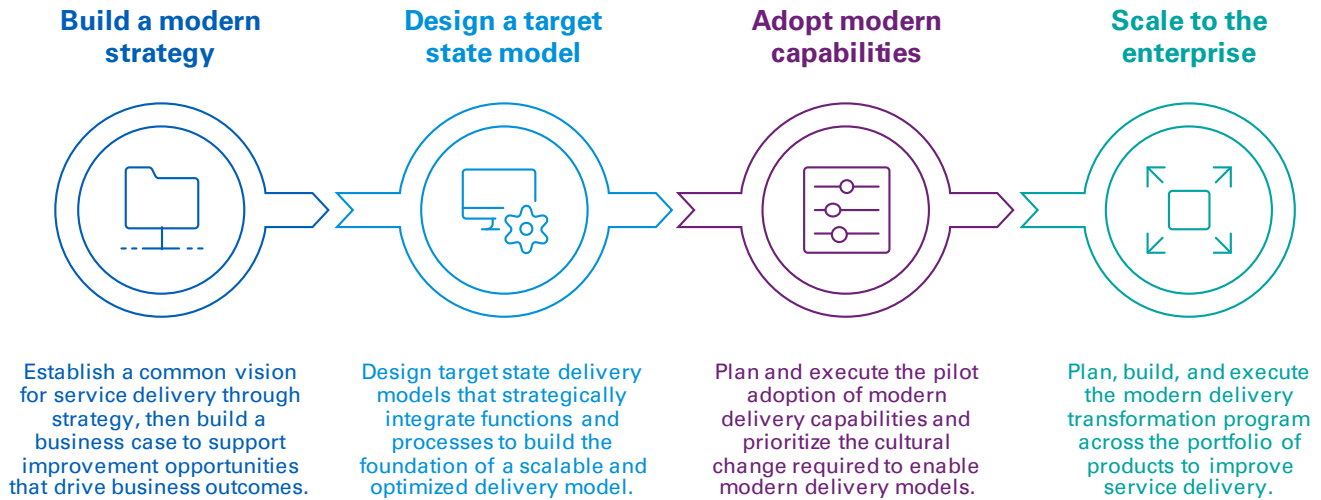
Adopt modern application architecture



Deliver intelligence to operational activities (intelligent operations)

## The KPMG approach

Depending on where your organization is in its understanding and application of modern delivery, KPMG firms provide various services to help you strategize and build a modernized delivery model that supports IT and business alignment.



## Getting started

The hardest part is often knowing where to start, but as good a place as any is asking yourself some critical questions:



Does IT deliver timely releases of new capabilities to support business demand?

Do you know the levers to pull across the operating model to influence a transformative effect?

Are you able to rapidly incorporate customer insights into the next release of your products?



KPMG firms are here to help, wherever you are on your transformation journey. To learn more about how you can become a market speed organization, please visit: [home.kpmg/Future-IT](https://home.kpmg/Future-IT)

## Contact us

For further information on how KPMG professionals can help your business, please contact us:

### Steve Bates

Principal, Global Lead,  
CIO Center of Excellence,  
KPMG in the U.S.

E: [sjbates@kpmg.com](mailto:sjbates@kpmg.com)

T: +1 303 295 5524

### Miriam Hernandez-Kakol

Global Head of  
Management Consulting  
KPMG

E: [mhernandezkakol@KPMG.com](mailto:mhernandezkakol@KPMG.com)

T: +1 973 912 6227



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