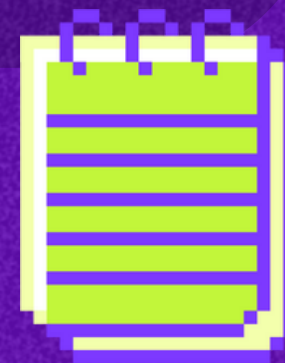


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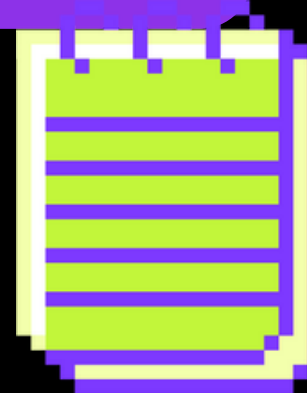
# Practical Strategies to Scale IT Without Tool Bloat



# RULEBOOK

Modern IT rarely breaks because it lacks tools; it breaks because it has too many. Use this rulebook to focus on high-value work & scale with intent.

- 1** Draw the Capacity Line
- 2** Kill Tool Sprawl
- 3** Automate First, Optimize Later
- 4** Enforce Intentional Friction
- 5** Measure Outcomes, Not Activity



# RULEBOOK

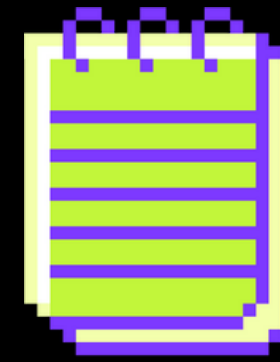
## 1 Draw the Capacity Line

**Why?** Unlimited backlog creates over-commitment and burnout.

**How?** Calculate engineering capacity (dev weeks  $\times$  0.6 focus factor). Freeze any project that pushes you above the line.

### Checklist:

- ✓ Capacity metric displayed on team dashboard
- ✓ Monthly “Kill or Keep” review
- ✓ One in / one out rule for new projects



# RULEBOOK

2

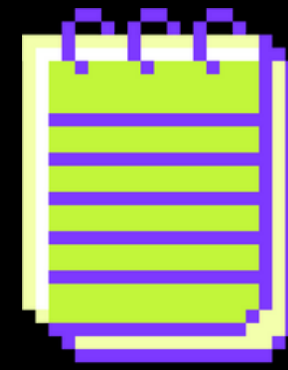
## Kill Tool Sprawl

**Why?** Every extra SaaS license adds training, integration, and attack surface.

**How?** Map tools to value streams; sunset anything that duplicates 80 % of another tool's features.

### Checklist:

- ✓ Annual tool inventory
- ✓ Redundant tool pairs flagged
- ✓ Exit plan and data migration path



# RULEBOOK

3

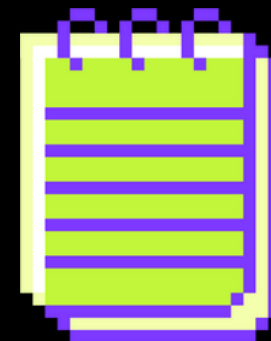
## Automate First, Optimize Later

**Why?** Manual hand-offs hide the biggest velocity drag.

**How?** Identify repeatable steps in your CI/CD and incident workflows; script before you tune.

### Checklist:

- ✓ Value-stream map completed
- ✓ Top three manual steps automated
- ✓ Pipeline SLAs published



# RULEBOOK

4

## Enforce Intentional Friction

**Why?** No pushback = no protection. Guardrails that inconvenience devs prevent larger failures.

**How?** Implement non-negotiable policies (e.g., cost tags, security scans) with automated blockers

### Checklist:

- ✓ Block-on-fail security gate
- ✓ Cost tag policy in Terraform
- ✓ Grumble count tracked as KPI



# RULEBOOK

5

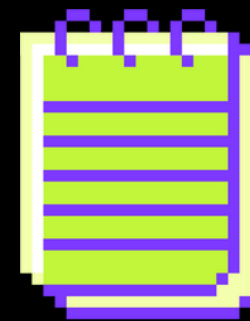
## Measure Outcomes, Not Activity

**Why?** Story points and ticket counts reward motion, not value.

**How?** Track DORA metrics, customer-facing SLAs, and cost per deploy as primary KPIs.

### Checklist:

- ✓ DORA dashboard live
- ✓ Monthly business-impact review
- ✓ Projects with unclear KPI paused



# AUDIT SCORECARD

AREA	SCORE	NOTES
CAPACITY LINE ENFORCED		
TOOL SPRAWL UNDER CONTROL		
AUTOMATION COVERAGE		
GOVERNANCE FRICTION LEVEL		
OUTCOME KPI'S TRACKED		

Interpretation: 0-3 = Overloaded, 4-6 = At Risk,  
7-10 = Lean & Scalable

# 30-Day Implementation Timeline

