

The Process of Survival

The Flexible Business

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- How does a business run?
- What are the current big impactors?
- What can IT do?

Business Imperative

Business Process

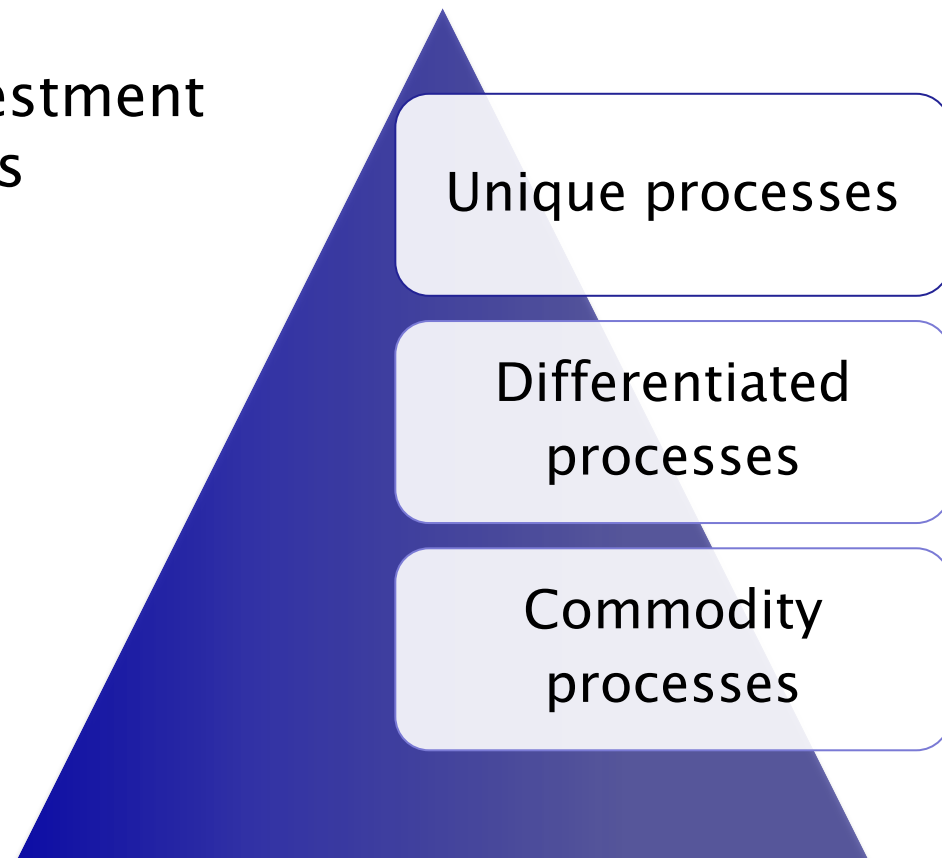
Business Task

- The Business Imperative is shifting
 - From “make a load of money” to “survive”
- The markets are changing faster than they have done for a long time
 - Fragility is everywhere – can cash flow be maintained? Will the customers be there? Will suppliers go bust?
 - Legal regulations are likely to increase
- The only way to go forwards is to shift to a process-based model, and away from a monolithic application mindset

- From the business point of view, the imperative drives the processes, which then break down into individual tasks
- From the IT point of view, the infrastructure provides an environment where technical capabilities are stored and provisioned
- IT has to make sure that it understands the tasks that individuals will be undertaking, and make sure that the technical functions required will be there for them

- A front end process modeller will be required
- A back end service oriented architecture provides for dynamic services
- Re-use and the avoidance of functional redundancy are key factors
- A hybrid on-premise/outsourced model will be the standard
- Virtualisation provides the basis for underpinning the different load factors that dynamic processes will require

- Drive full automation, or even outsourcing, of commodity processes
- Automate differentiated processes by breaking down into tasks
- Concentrate new investment into Unique processes



- Key 1 is for the business to define its processes
 - And for users to know their tasks
 - Many processes will need renovating, optimising, or replacing
- Key 2 is for the tasks and processes to be codified
- Key 3 is for technical capabilities to be mapped against task needs
- Key 4 is for the holes to be plugged
- Key 5 is for the whole situation to be flexible and dynamic for the future