

Trends in IT

Bridging the Gap Between IT and the Business

Clive Longbottom,
Service Director, Quocirca Ltd

- Big projects being reviewed
 - If it already works, why fix it?
- Budgets
 - Overall, static to dropping – particularly as the new financial year kicks in
- Buying habits
 - Specific returns required
 - Existing assets need to be sweated



- Optimising utilisation
 - Rationalisation
 - Consolidation
 - Virtualisation
- Cloud
 - SaaS 2.0?
 - Managed Services
 - Internal, shared and external clouds
- Hybrid models
 - The dynamic IT platform
 - Data centre + Cloud + ???

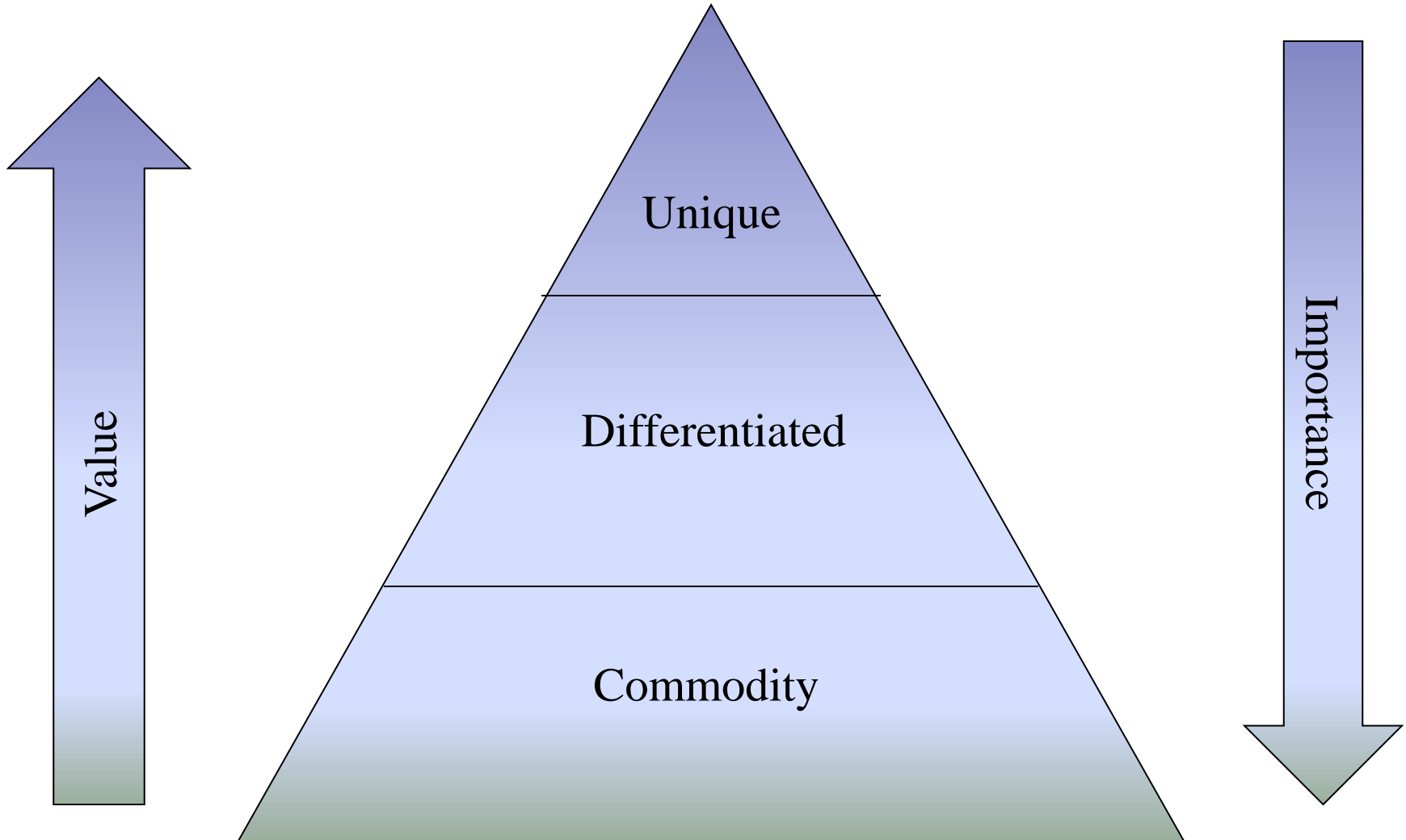




- Implementing new architectures and technologies against an existing environment
 - Ensuring that cul-de-sacs are avoided
- Managing change within a dynamic environment
 - Patching, updates, provisioning, end-of-life
- Providing continuous flexibility to the business
- Ensuring service value to the business
 - Not necessarily SLA-based approaches



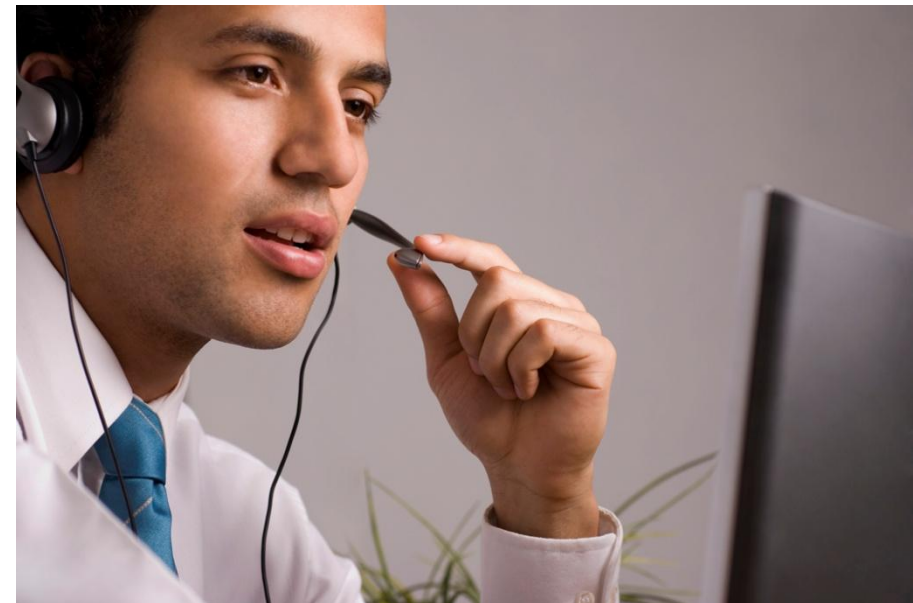
- For many organisations, 70% of the IT budget is spent on keeping the lights on
 - Only 30% is available for IT investment
 - Human resources is the highest cost in the IT environment
- Lowering the human cost is a necessity



- Humans are expensive
- Humans make mistakes
- A codified repeatable process should be automated
 - Lowering possibility of mistakes
 - Lowering costs
 - Maximising optimisation
 - Freeing up human resource for where automation is less useful (e.g. Exceptions, decision making)



- Many IT processes are common
 - Raising a trouble ticket
 - Managing a change request
 - Etc
- You are not the first people to have to face these processes!
- Industry best practice is available...



- The IT Infrastructure Library
- A comprehensive set of processes and approaches to managing IT services
- ITIL v3 takes this further
 - Processes bring IT and the business closer together
- ITIL is not pro- or pre-scriptive
 - Choose those areas that will make the most positive impact on your business



- IT Service Management
- Codified under ISO/IEC 20000
- “Promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements”

- ITIL provides the *process definitions*
- ISO/IEC 20000–2 provides *an explanation of the requirements*
- ISO/IEC 20000–1 provides the sets out the targets *on what to achieve*
- Neither ITIL nor ISO/IEC 20000 preclude the use of existing in-house deployed procedures

- Budget constraints cannot be allowed to hold back how IT supports the business
- Utilisation optimisation should be “slam-dunk”
- The 70/30 budget split must be addressed
 - Even a 10% swing can make all the difference
- Basic processes must be automated to remove errors and cost
- ITIL and ITSM provide a solid basis for IT process automation
- Such concepts must be bled through in to the business