# UT IM Advisory Council Meeting Notes – Thursday, April 19, 2012 - DRAFTs

# **Open Space Process**

# **Five Topics Selected for the Breakout Session**

- 1. Shape of IT is changing-calling for new roles
- 2. Cloud/Trust/Standards
- 3. Bring your own
- 4. \$ spent on tools- how do we get people to use them
- 5. Role of social tools inside the enterprise

# **Notes from each Breakout Session**

# 1. Changing Shape of IT

- How many tools are coming from inside the organization v. outside?
- What are the new roles in the new IT?
  - Services broker
  - Chief "integration" officer
  - o Innovate, integrate, manager
  - No developers in an IT shop -> out in the vendor shops
  - More blended/broad skills for fewer handoffs for speed/agility in Business
  - Master of Orchestration
  - Quality
  - o Data roles- (standards, governance, scientist)
  - Analytics
  - Web psychiatrists
  - Technology business (coo, cfo, other roles)
- 1. Changing Shape of IT
  - Pace of change
  - Moving away from traditional requirement (waterfall) to agile
  - Make faster cycle times
  - Understand the time, underlying business need
  - Resolve the tension between procedures and options (and accept both)
  - Be willing to pilot and scale later (but aim long term for stability)
- 2. Changing Shape of IT
  - Involve the "business" and end-users in design, piloting, developing.
  - Amount of spend is happening outside IT (in the business-> OPS, marketing)
  - Ratio of the inside v. outside

- Solutions
- What do I want to invest in?
- Data roles are changing (data architect, data scientists, analytics, B.I.)
  - Where do the jobs go?
- What can be centralized v. distributed?

## 2. Cloud Standards

### Confusion around

- What is cloud?
- What does it mean to your organization?
- Assurance and audit standards
- What is the standard of compliance
  - o Is there a false sense of security?
- Is it more or less secure than the old model?

#### Confusion on:

- Ownership
- Ignorance of roles
- Framework (lack of) for governance
  - o Fed ramp
- Where does cloud work/not work?
- Best practices for contractual negotiations?

## Cloud Standards/ Best Practices

- The politics of cloud
  - Feeds topic 1-> evolution of role
- Best practices-> what makes sense to move to cloud
- What innovation results from cloud services?
  - o Focused innovation?
  - Example of contract manufacturing

## 3. Bring your Own

Legacy platform

**Upgrade Costs** 

Cost of support

Time to provision

#### CAPABILITY DELIVERY TIME CONSIDERATIONS

- People want a screen and input methodology
- Investments are going into virtualization
- Bandwidth enabled all of it
- Apps will only exist in mobile environment
- Abstract OS and hardware
- Delivery method is driving app. design
- Education-> MS-Azure

## 4. Getting people to use the tools we have invested in?

- Tools
  - o People to people (SharePoint, etc.)
  - People to data (EDW)
- Habit forming/ Habit Breaking
  - Partner/ Involve Up
  - o Innovation force/ Task Front
  - Switch/ Emotional Appeal
  - Easy to use (web ex vs. SharePoint)
  - Cues to get people to start to engage
  - Doctor motivations
  - Work flow /efficiencies
- The Expanded CIO "Tool" Kit
  - o Business process
  - Change management
  - And ok the technology too
  - o Roll out the tool
  - o Business case
  - Communication
- Measure Adoption and Value adoption
- Predictor if they will adopt...target for coaches

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Not enough	Internal	Too much
Mature/ Company		Young/ New Company

## ? Best Practices:

- Arm people with boundaries
- Education/ create culture
- Push governance to the individual.

Well built around \_\_\_\_\_ External \_\_\_\_\_ Tool to get the word out
◆ Legal Leadership team sets
 the example

Define - communication medium

Future > will the customer choose who gets your feedback?

Benefits of Social Media:

- Increased the culture
  - o Tight
- Leverage with vendors
- Constant contact
- Let your customer talk
  - o Raw data brought back to the business
  - Feed to product R&D

- Instant Data
  - o Balance of response time
- Social for customer requires a different service level for response
- Different categories of feedback and time line for response

Establish a process, guidelines, governance...

Do social media come into factor in hiring decisions??

Based by company preference

How do service organizations incorporate social media into service/ business??

• If not doing with customer, not leveraging internally

Listen first

Unexplored markets in growing markets for social solutions

Social is the same as when the web first came out

→ Valued proposition

Misconception of social

- It is a news avenue
- Does have business value

Twitter inside company for collaboration

- → Choose who you follow
- → How to find conversations and keep together
- → Cannot keep track of conversations

Is email worse than Twitter??