

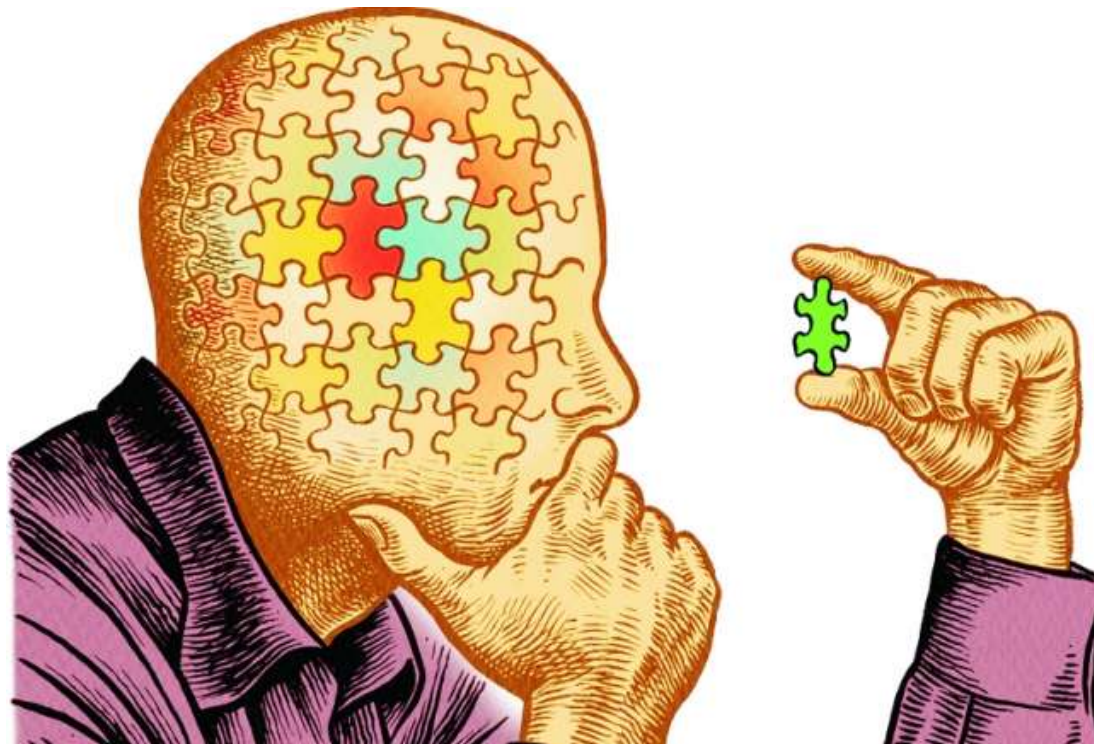
# The Digital Disruption of ICT

A fantastic opportunity not to be missed.

# Digital Disruption

The internet give everyone the ability to interact with almost anyone on the planet, in almost anyway they choose for a cost that close to free.

Most organisations haven't even begun to understand what this means.





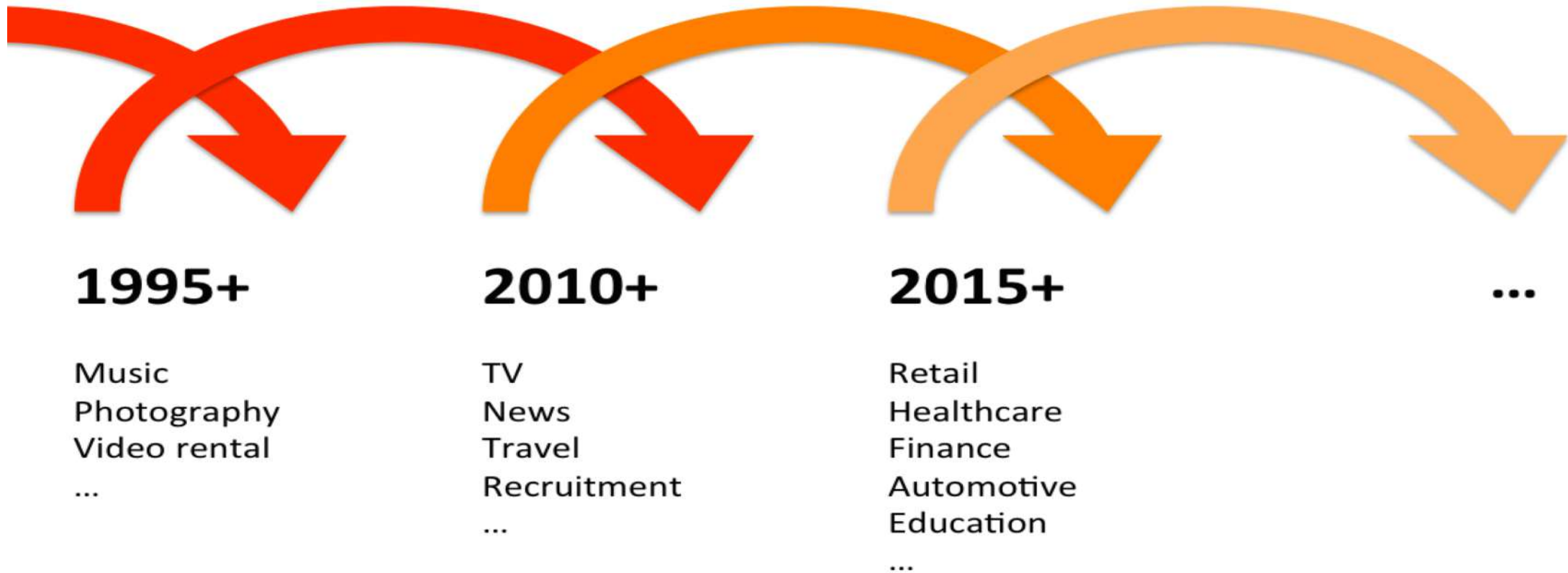
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# Waves of Digital Disruption



# For Some Reason People Don't Think Digital Disruption Applies to ICT

- Why do we need to change? Everything works
- Why do we need to change right NOW? Who are the first ones to change?
- Where is the business case?
- Are we moving ahead of industry capability?
- Where are the risks?

**WRONG QUESTIONS!**



People who believe they can ignore digital disruption will join the taxi industry club.

## Challenges for CIO's and ICT Leaders

1. Business customers won't (can't) wait for their ICT teams to get their heads around digital disruption of ICT.
2. None of us (me included) fully understand all of the benefits of digital disruption (Cloud, XaaS...)
3. Our ICT staff are VERY sceptical. We need their buy-in.

Our business customers



## Business customers CANNOT be ignored

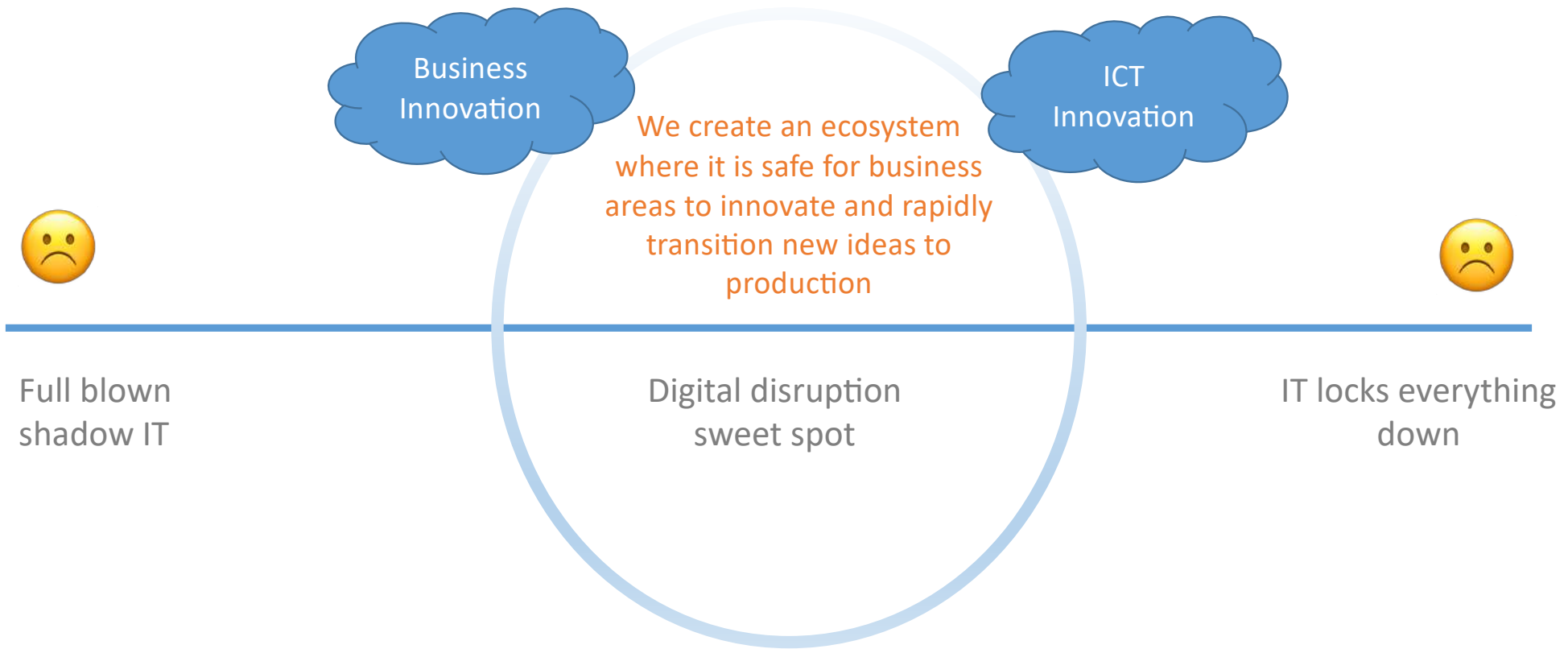
1. Balance of power shifts to Customers under an as-a-Service business model.
2. Business Models (even the reason for being) may change.
3. Historical status counts for naught.



## Blockbuster Video – the usual digital disruption mistakes

1. Slow to react. Believed they were on the right track.
2. Ignored customer desires – one could argue they did not know what their customer's desires were.
3. Initial response was to cut costs by \$330 Million – seemingly in the belief that the business model only needed tuning rather than a complete replacement.

# Getting the business / ICT balance right



# Understanding Digital Disruption Benefits



THIS IS NOT A DISCUSSION ABOUT EFFICIENCY



# Understanding the benefits of digital disruption on ICT



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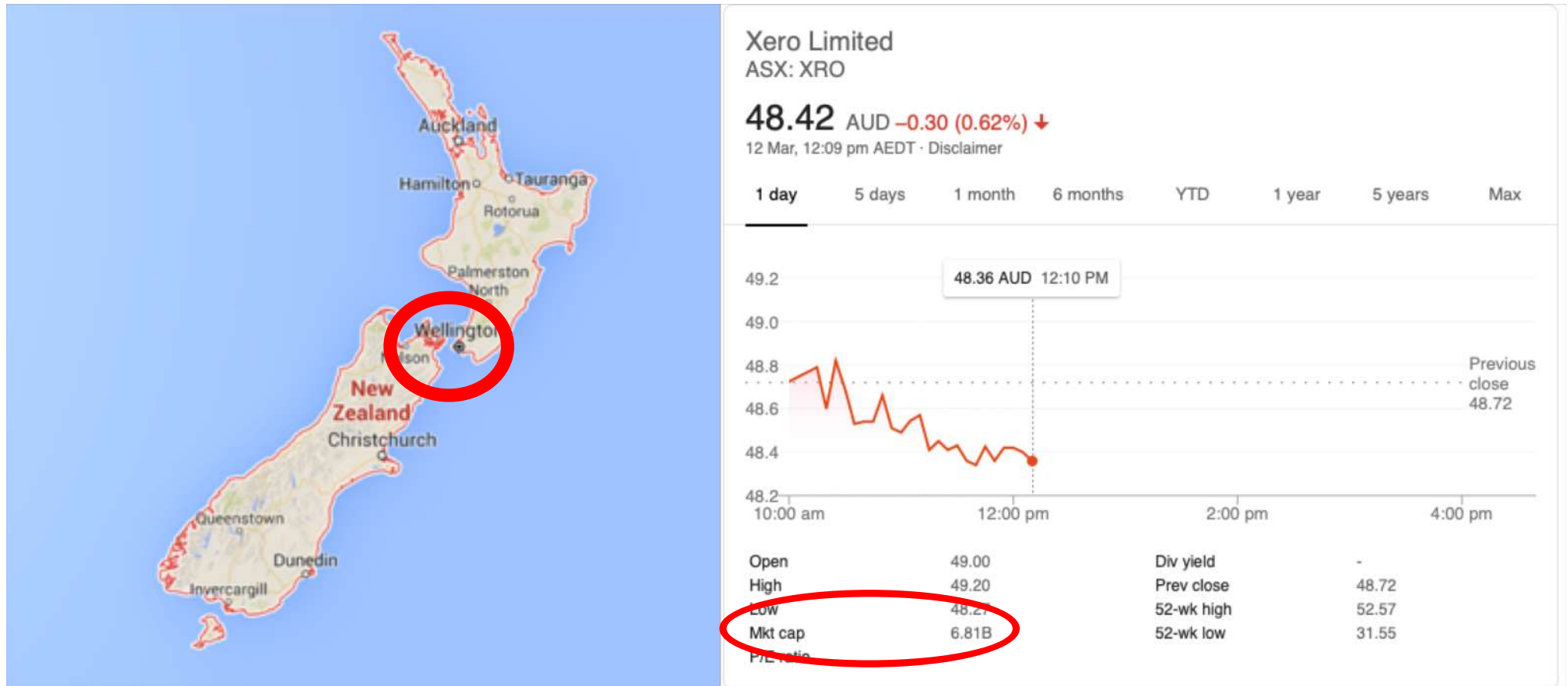
## The benefits of sharing at SCALE



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# The power of sharing at SCALE – internet level connectivity



## What are the cloud benefits people talk about?

- Scalable
- Pay as you go
- Composability
- Reduce vendor lock-in
- Reusable Quality
- Unit cost reductions
- Vanilla + Tailoring
- Speed to market
- Simpler – lower risk
- Meet Backlog
- ‘Natural’ Mobility
- Commoditisation
- Analytics
- Connectivity
- Evergreening
- Better Prioritisation
- Credibility
- Customer Focus
- Work with Startups



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So what cloud benefits should they be seeking?

- Scalable
- Pay as you go
- Composability
- Reduce vendor lock-in
- Reusable Quality
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Who's working on these benefits?

Involving our people

## Our people are worried

### EXCITED

For possible opportunities

### CHALLENGED

Something new and different

### MOTIVATED

We have opportunity to lead a change. Be innovative and creative.

### ANXIOUS

Fear of the unknown

### CONCERNED

How will it affect our job?

### WORRIED

Lack of reference materials; lessons learnt available from other organisations who have gone through something similar.

## There is a new ICT ecosystem on the way – who's working on it?

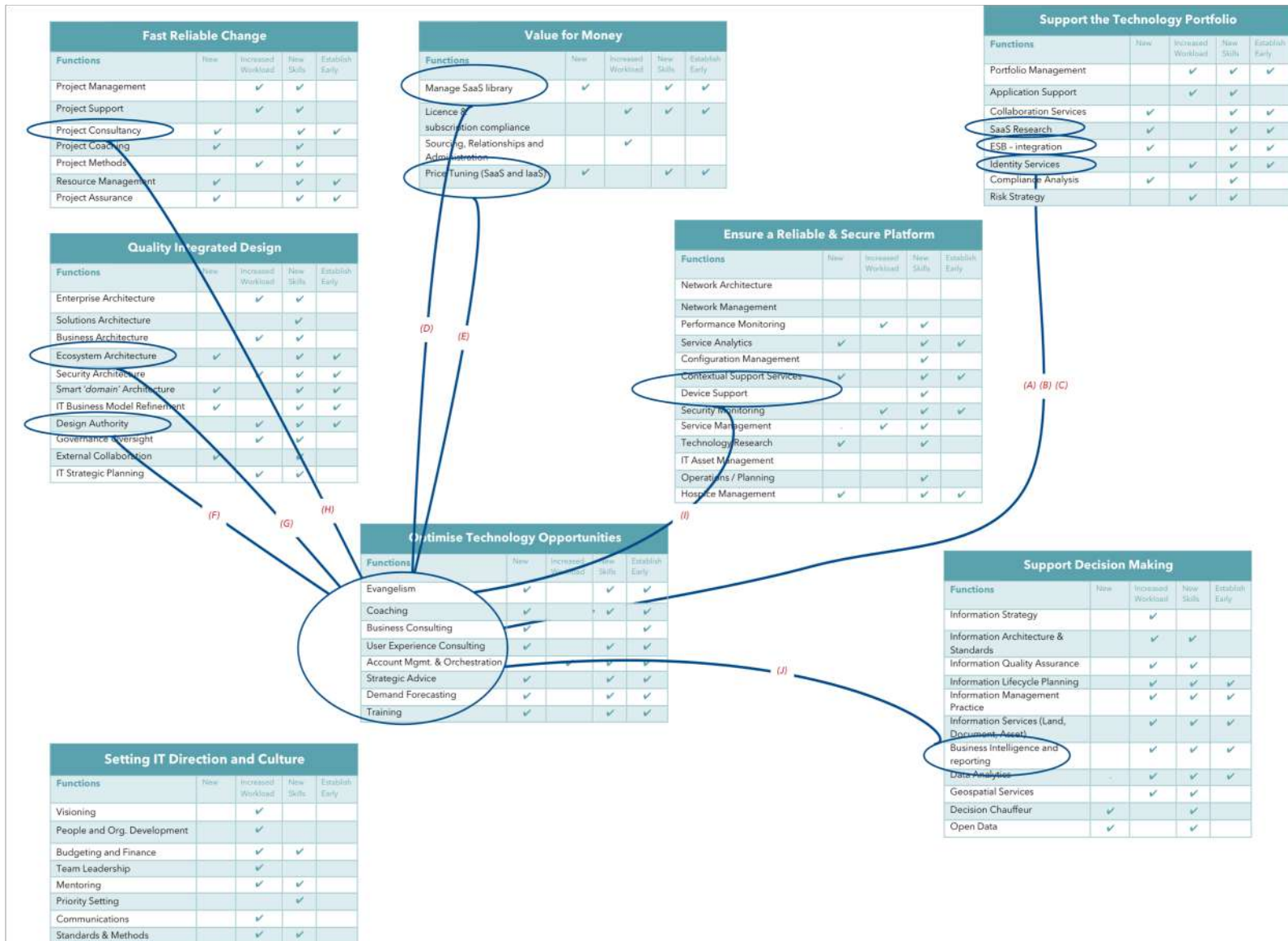
- Client Server → Internet
- Monolithic Applications → Services (80,000 out there already!)
- Firewalled Environment → Data Stored Externally
- Locked Down Desktop Devices → Commodity Mobile Devices
- Large Capital Investments → Short term Service Contracts
- Integration is the bottleneck → Integration is the Solution



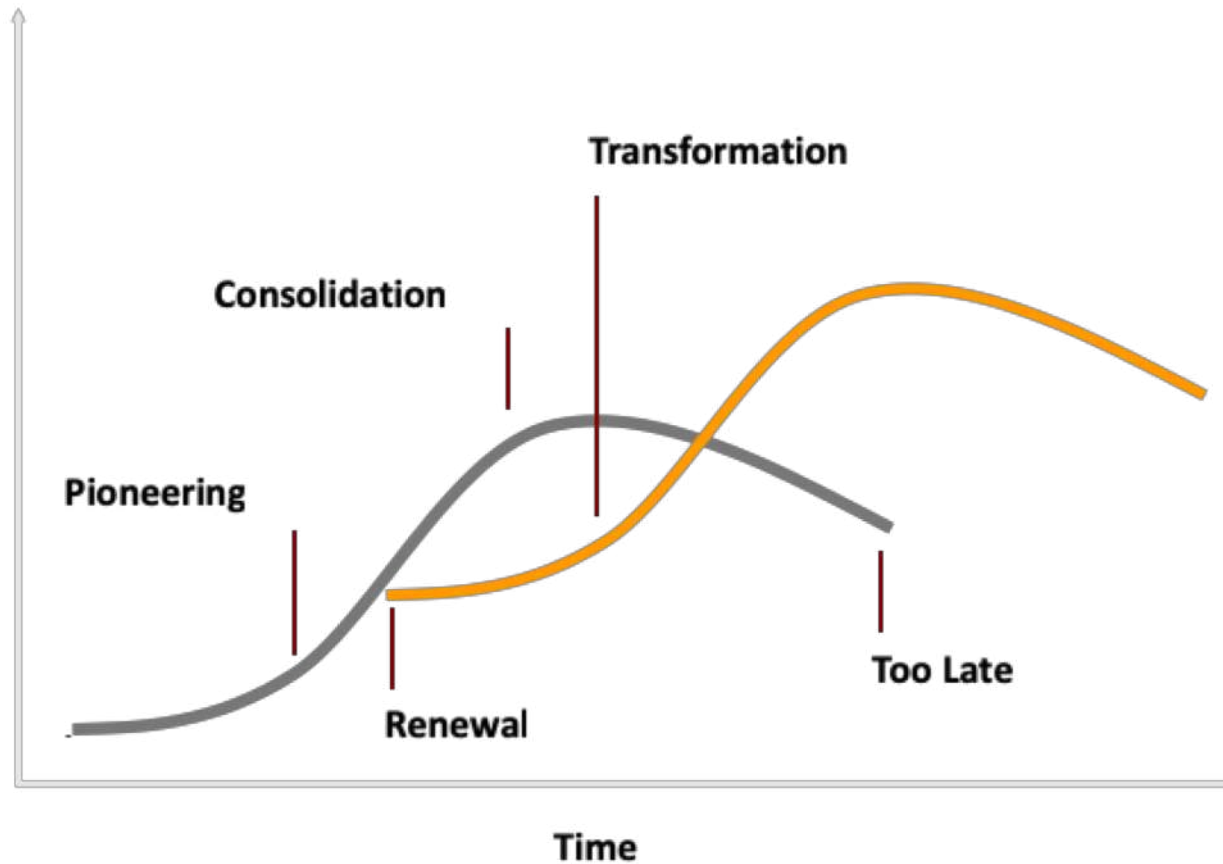
# Some New IT Responsibilities

- **Create the new Business/Technology Ecosystem**
  - Design a new environment that is agile (Integration), Secure and Reliable
  - Eliminate Last Generation Controls
  - Drive services into commodities.
- **Proactively assess service offerings**
  - Research services and micro-services
  - Keep ahead of the needs and aspirations of business and external clients
  - Be ready to help people with Services when they want them
- **Direct and accredit vendors**
  - Non functional specifications (culture, release / problem management, security, performance, integration architecture, identity...)
- **Drive XaaS benefits (business and technical)**
- **Coach business areas.**
  - Who will provide the independent advice for your business areas.
- **Facilitate the provision of business analytics**
  - It's all about helping people make better decisions.
  - Where is the data, is it appropriate, how can I use it, help me form the decision I need to make.

Ensure a Reliable & Secure Platform				
Functions	New	Increased Workload	New Skills	Establish Early
Network Architecture				
Network Management				
Performance Monitoring		✓	✓	
Service Analytics	✓		✓	✓
Configuration Management			✓	
Contextual Support Services	✓		✓	✓
Device Support			✓	
Security Monitoring		✓	✓	✓
Service Management	-	✓	✓	
Technology Research	✓		✓	
IT Asset Management				
Operations / Planning			✓	
Hospice Management	✓		✓	✓



Investing in people and capability has lead time ... don't start too late



# Challenges for CIO's and ICT Leaders

1. Digital disruption of ICT is inevitable.
2. Understand the benefits offered by digital disruption
3. Redefine the ICT ecosystem so it can leverage these benefits
4. Bring business customers tightly into the loop – shadow IT may be your friend.
5. You CANNOT do this without your people.
6. Cloud and XaaS is NOT about cutting staff. It's about preparing and deploying your people in new and important roles and initiatives.



**BE PART OF THE DISRUPTION**

**NOT THE DISRUPTED PART**