

***The A Register***<sup>®</sup>

# Flexible IT governance in a changing world

More services, more choices, more than one  
way to get it right



SUNGARD<sup>®</sup>  
**AVAILABILITY  
SERVICES**<sup>™</sup>

# Why are we here?

We want: flexibility

We get: confused and broken governance

# On our Regcast today

Simon Withers, **Sungard Availability Services**

Dale Vile, **Freeform Dynamics**

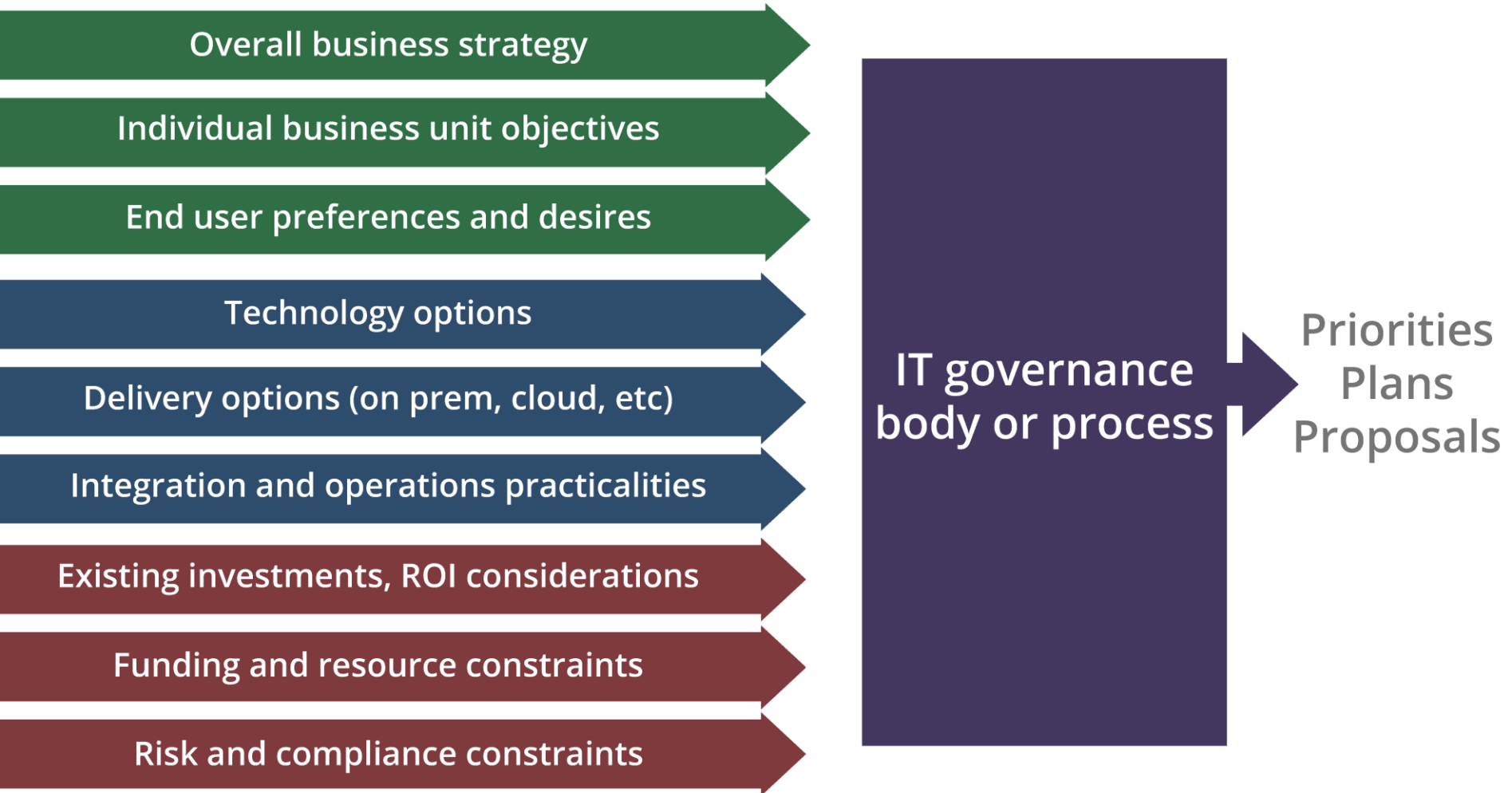
Tim Phillips, **The Reg**

# What is governance?

Having well-defined procedures that define:

- How you assess **needs** (and **wants**)
- How you **define services** to meet the needs
- How you make sensible **delivery priorities**
- How you control how **investments** are made
- How you measure the **return on investments**

# Governance discipline



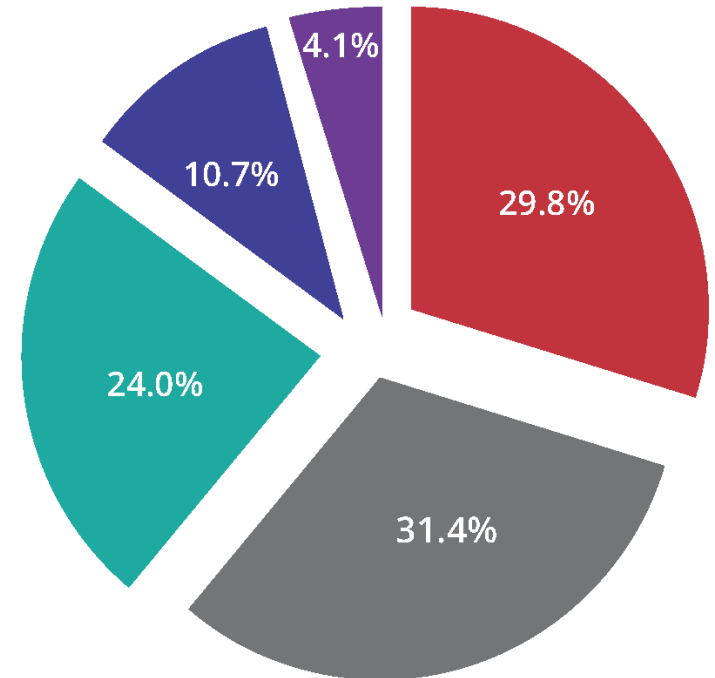
# We're open to change...

Which of the following best describes your organisation?

Answer Options

Answer Options	Response Percent	Response Count
Flexible and agile in all our approaches and processes	29.8%	36
Open to change if the market need has been proven	31.4%	38
Open to change, but usually behind the market	24.0%	29
Open to change, but often unable to execute	10.7%	13
Change-averse	4.1%	5

Answered question 121



Courtesy of V3.co.uk

"V3 Sungard Change Management Survey", V3.co.uk in association with Sungard Availability Services. September 2014

# But few have control of that change

What processes do you have in place to manage and monitor change?

Answer Options

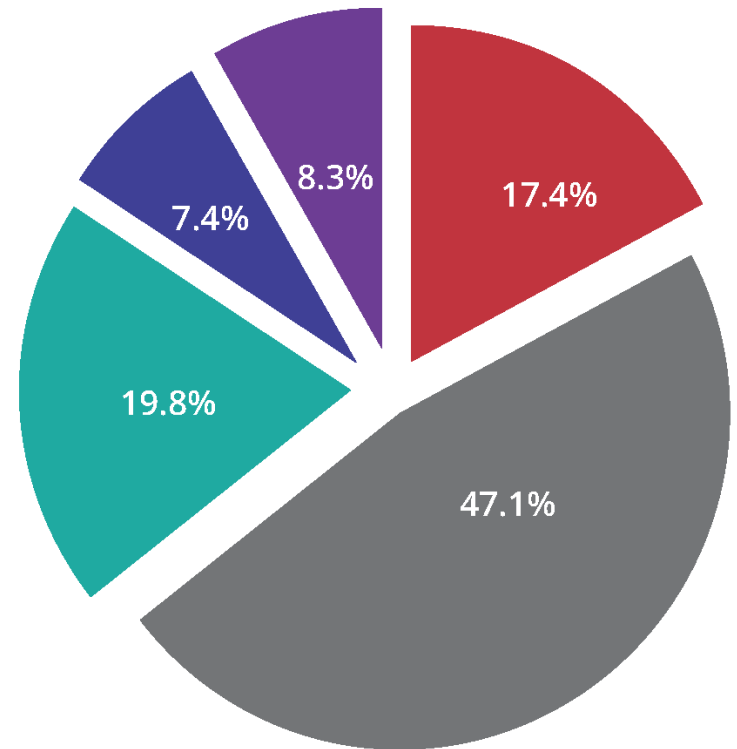
We have systems in place to track the impact of all changes
We track change on an informal basis
We only assess changes regarding large projects
We don't monitor any changes to the business
Our business doesn't change enough to require any tracking processes

Response Percent    Response Count

17.4%	21
47.1%	57
19.8%	24
7.4%	9
8.3%	10

Answered question

121

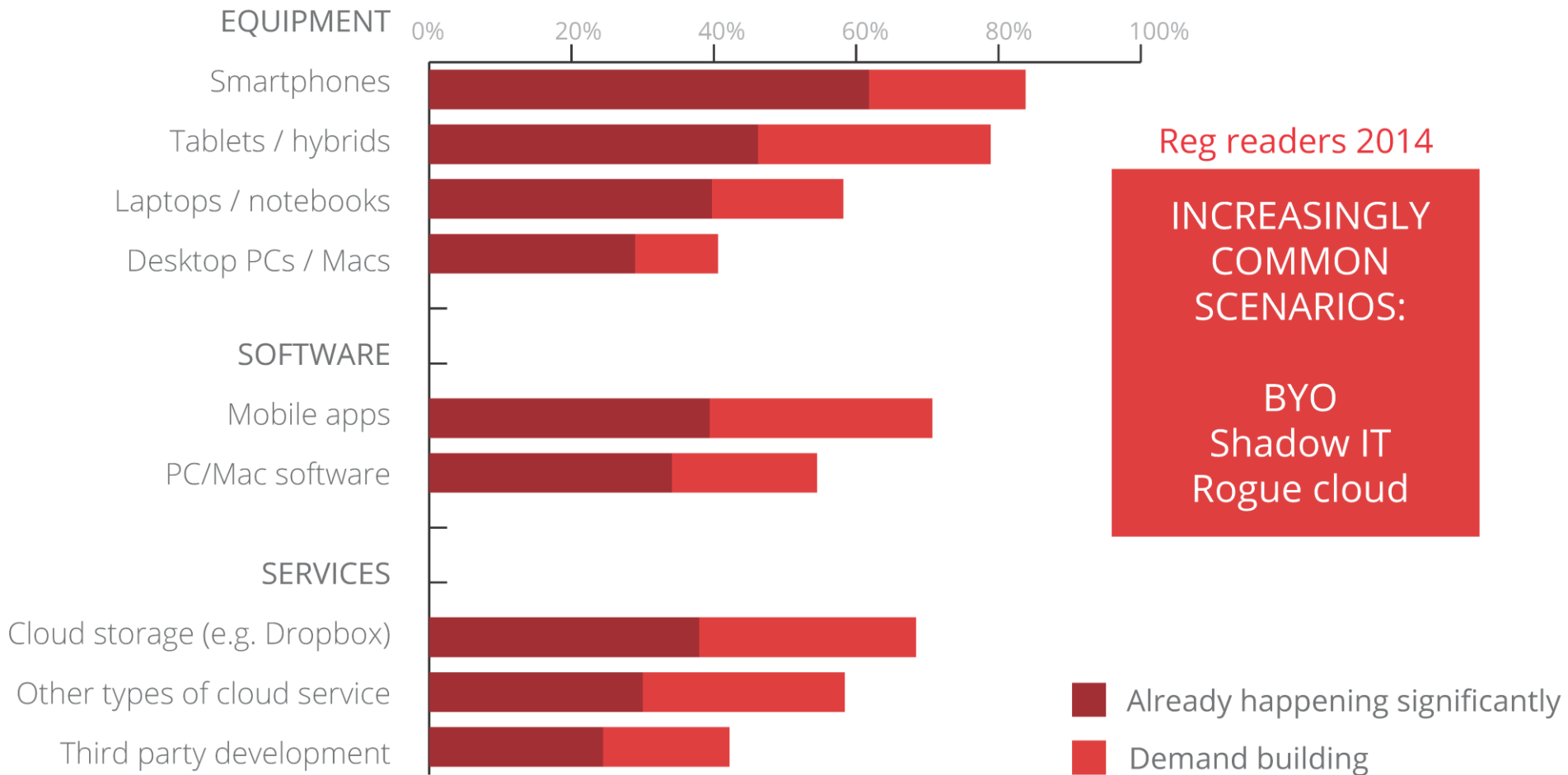


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# Users taking control

## Tech adoption independently of IT





# Thoughtlessness, negligence or just different priorities?

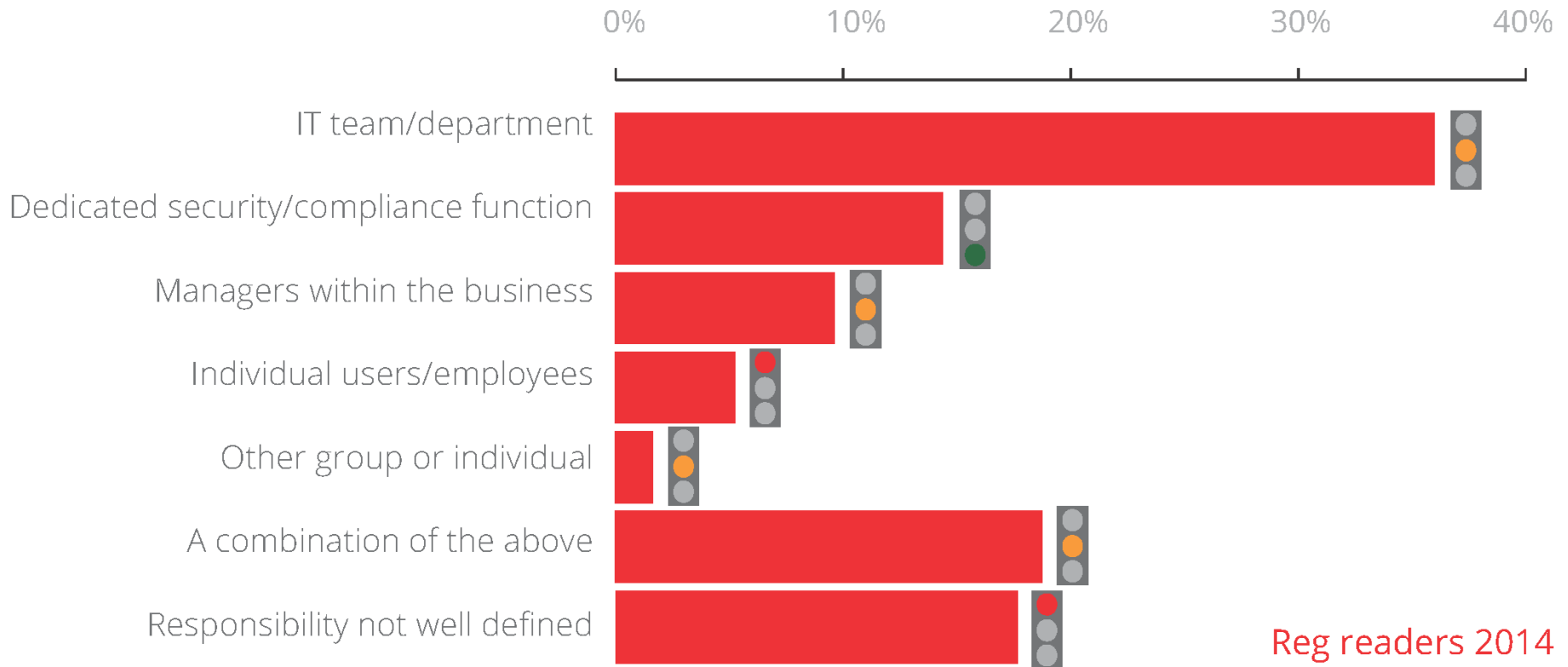
“Upper management has OKed BYOD, ignoring input and warnings from IT, but users are mostly clueless about their real needs. **Some devices will just not work in our environment**, then people get angry when we can’t fix it.”

“End users and business management have **lost any understanding of security and responsibility.**”

Reg reader quotes

# The responsibility void

If you have activity taking place independently of IT, where does responsibility fall for things like security, compliance and data protection?



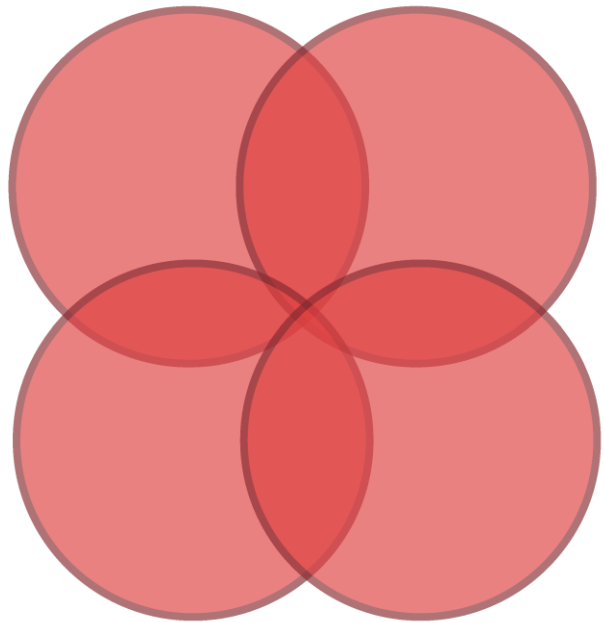
Reg readers 2014

# User desires vs real business needs

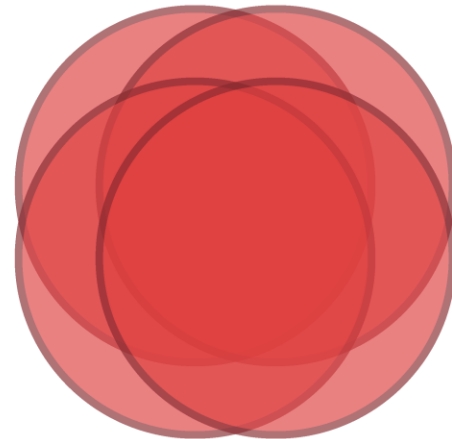
“Individual needs and wants must **come second to solutions being fit for purpose, cost effective and secure.** Looking cool and liking the device, while nice, is not exactly what the shareholders are interested in.”

Reg reader quote

# Let's reinvent the wheel, then do it again, and again

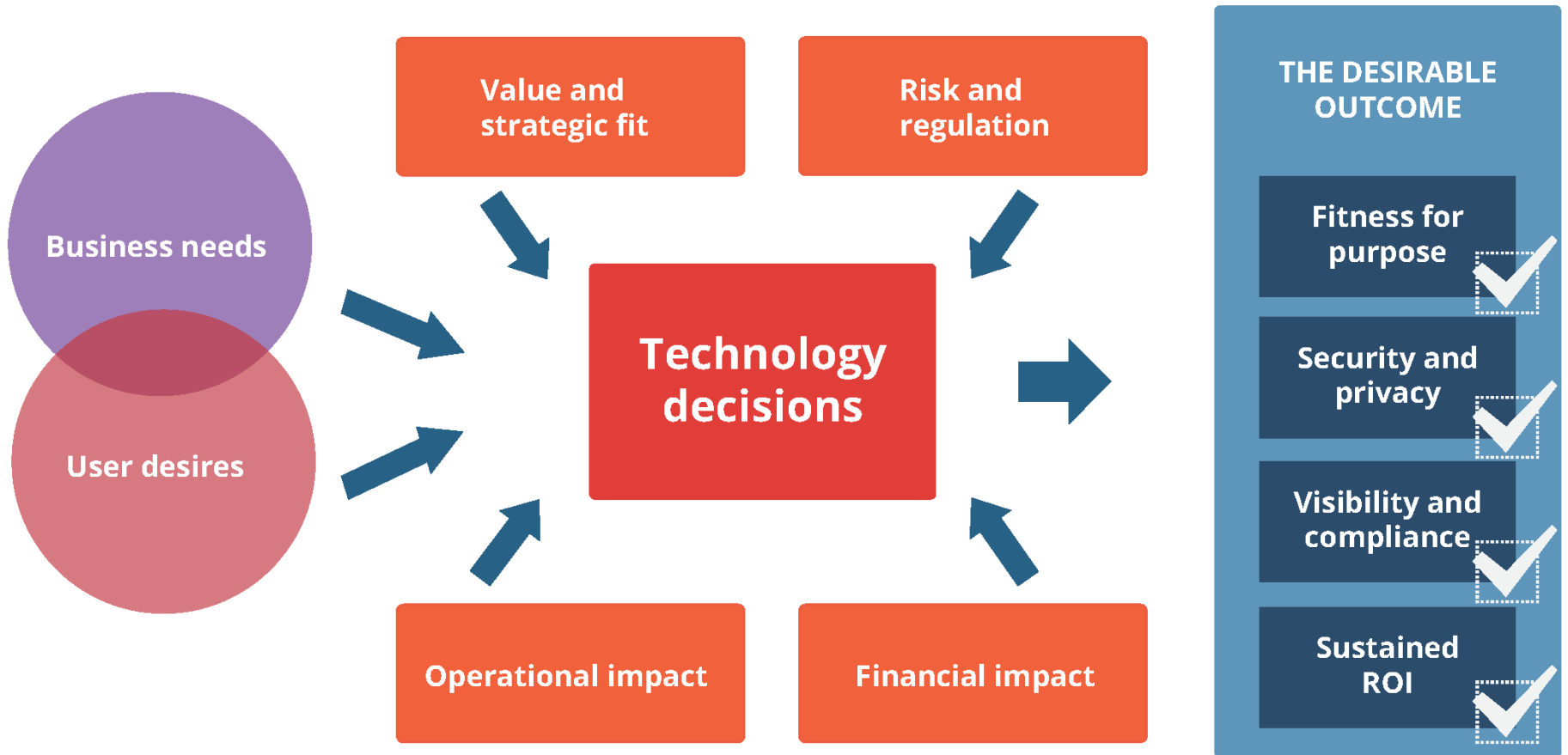


Perceived diversity of requirements



Actual diversity of requirements

# Good IT decision-making



# Creating balance and harmony

## Hard-core business needs

- Cost control
- Optimised personal productivity
- Frictionless collaboration
- Management of risks
- Security

## COMPETING INTERESTS

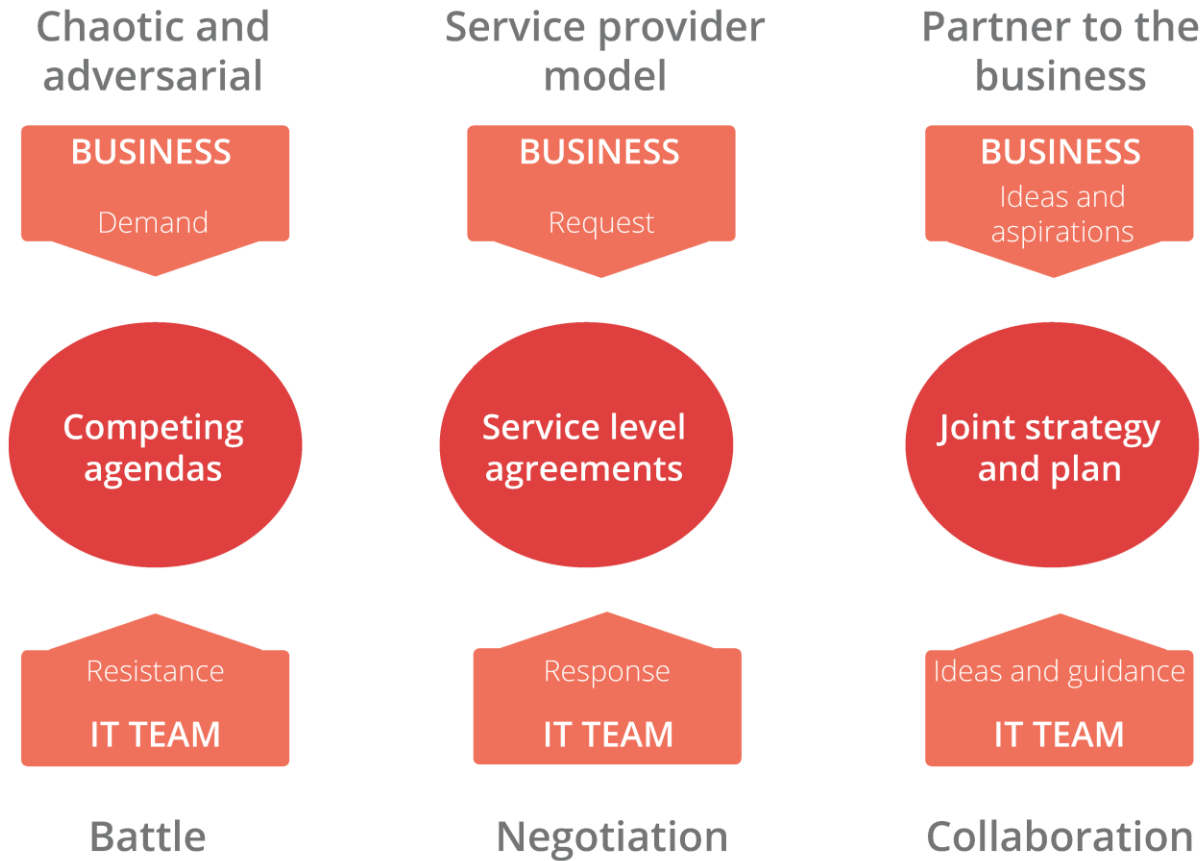
## User preferences and desires

- Freedom of choice in devices, apps and services
- Use of personal equipment for work
- Use of work equipment for personal

## IT delivery and operational needs






- Efficiency and effectiveness of systems development
- Deployment, maintenance and support
- Ability to secure and protect data

# What kind of IT-business relationship do you want?



# IT-Business relationship





## General principles

-  Create as many touch points as possible
-  Reciprocal representation and champions
-  Inclusive approach to delivery (Agile, DevOps)
-  Business awareness within IT team
-  IT awareness within business units



# IT-Business relationship

## Tactical requirements

-  Make sure IT is delivering on the fundamentals
-  Don't get defensive
-  Work on the IT team's image
-  Think and act like an enabler

# Redefining the game

## Philosophy of enablement

- ✓ A governed transition of power and control to business units may be appropriate
- ✓ IT will only deliver and/or control the things it needs to

## Shift the lines

- ✓ Application architectures
- ✓ Security and identity management
- ✓ Monitoring and management tools
- ✓ Policies, responsibilities and accountability

Senior management consensus and buy-in

# Further reading

## **Sungard Availability Services**

Digital Dynamics in the C-Suite Report

<http://reg.cx/2cp1>

Managed Services Brochure

<http://reg.cx/2cqZ>

All-Time Case Study Brochure

<http://reg.cx/2cr0>

## **Freeform Dynamics**

IT-Business Alignment Revisited

<http://reg.cx/2cpY>

The Politics and Practicalities of End User Computing

<http://reg.cx/2cpZ>

# Thanks for joining us



An archived version of today's event will be made available on The Register in the near future.

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