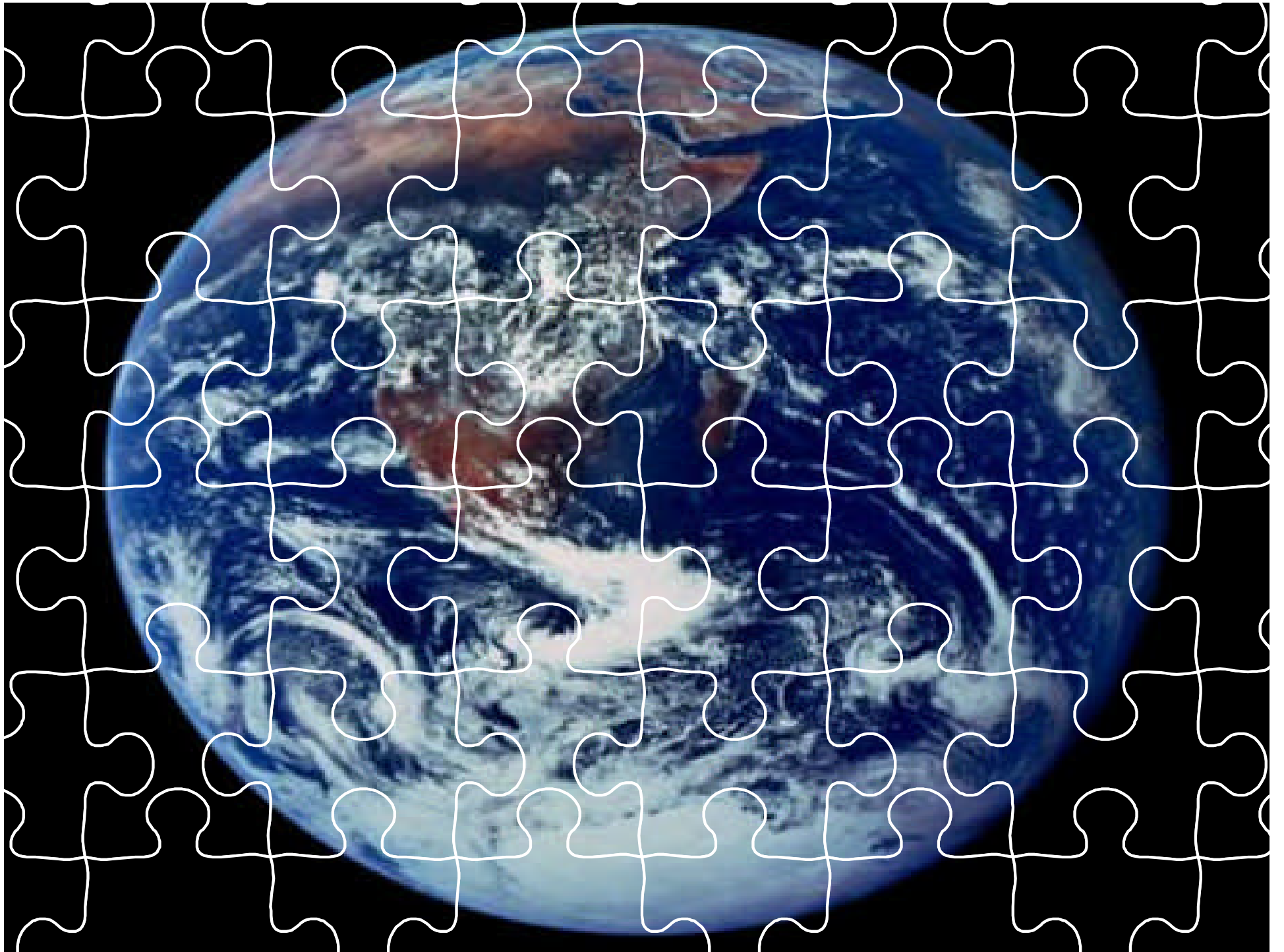


Ten IT Challenge in the 21st Century

**Presented by
Thomas C. Staab**





Globalization

- Virtually every company must compete globally
- Your competition is no longer right next door

Globalization

- The revolution we've seen recently in IT is just a warm-up
- The real IT revolution is just starting
- Analyze the IT opportunities
- Become the technology leader for globalization

Workload

- Increased customer demands
- More work than you can handle
- CEO increasing expectations of IT
- CIO will be the center of business revolution
- Budget reductions
- Salaries going up

Workload

- Cannot recruit and retain adequate staff
- Working with a multi-generational workforce
- What percent of projects are maintenance
- Re-balance the project portfolio

Talent

- Computer Science unemployment at 2.5%*
- Demand for IT professionals is growing at 4% in 2007*
- The rest of the labor force is growing at 0.7%*
- Computer Science majors has decreased

* Source: Bureau of Labor Statistics

Talent

- Women with Computer Science majors dropped 70% between 2000 and 2005
- 2006 – 15% of girls took computer science Advanced Placement exams
- 2007 – Women received only 19% of computer science degrees

Talent

- What can you do?
 - Re-assess your needs
 - We now need generalists
 - We need collaborators and orchestrators
 - Don't sit back and wait for someone else to solve the shortage
 - Be proactive

On-time Performance

- Most companies deliver <50% of projects on-time and within budget
- Losing money
- Reduced customer satisfaction

On-time Performance

- Setting delivery and budget
- Structured methodology
- Standardized processes
 - “If you can't describe what you are doing as a process, you don't know what you're doing.” – W. Edwards Deming
- Get the customer involved
- Return on investment (ROI)

Change

- Need to change the way we are working
- It is not an option
- Can no longer develop systems like we did in the 1980s and 1990s
- If you don't change there is someone waiting to take your place


Change

- Make sure you are changing for the right reasons
- Most changes don't have the expected outcome
- Plan your changes
- $E + R = O$
- Be a change leader

Change

Insanity: doing the same thing over and over again and expecting different results.

Albert Einstein



Unless you change you're
burning money

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_sourcing and _shoring

- Types of _sourcing and _shoring
 - Outsourcing
 - Off-shoring
 - Open-sourcing
 - In-sourcing
- Success rate

_sourcing and _shoring

- Not going away
- Make it work for you
- Turn a negative into a positive
- Do your upfront planning
- Realize a 15%+ ROI

True Quality =
Quality of Fact +
Quality of Perception

Source: Patrick Townsend, “Commit to Quality”

Project Management (Quality of Fact)

- Many companies not performing Project Management (PM) well
- Third-party work puts a further strain on PM

Project Management (Quality of Fact)

- What can we do?
 - Integrate PM Life Cycle into the System Development Life Cycle (SDLC)
 - Hire certified Project Managers
 - Develop a Project Management Plan
 - Manage not monitor
 - Get the customer involved
 - Form partnership

Project Management (Quality of Fact)

- What can we do?
 - Establish trust between the PM, developers, and the customer
 - Environment for everyone to succeed
 - Communications
 - Hold face to face conversations and reviews
 - Strong Configuration Management program

Meeting Customer Expectations (Quality of Perception)

- External customers
- Internal customers
- Business partners
- If it doesn't meet the customer expectations, it is poor quality

Data Management

- Diverse locations
- Virtualization
- Security
- Green
- Data Mining

Planning

**By Failing To Prepare
You Are Preparing To
Fail**

Benjamin Franklin (1706 – 1790)

Planning

- Quality of planning
 - Planning superficial
 - Documentation
- Take time to plan
- Holistic planning
- Document plan
- Communicate plan
- Senior management support

Conclusion

- We're involved in a global economy
- We cannot continue to do business the "same old way"
- If you haven't already started to change, your competition may be already winning
- Re-invent the way you do business

Conclusion

- Make every step enhance your business strategic goals
- Most companies don't face just one challenge
- Independent assessment
- Prioritize solution
- DO NOT make saving money your primary focus

Conclusion

- **START TODAY!**
- It takes courage to take the first steps



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