

Flexible Service Delivery birds of a feather (session 1)

- What is FSD, why would you want one, where to go from here - Flexible is the what; Service is the why; Delivery is how you do it
- FSD even more important if you're financially constrained.
- IT services are traditionally procured as silos. FSD develops ways beyond that - however evolution not revolution.
- A move to composing services rather than looking to provide from a constrained monolithic system. Also, sharing services outside the organisation.
- Currently a lot of hype around Cloud services.
- Paul Hopkins looking at evidence of alternative service delivery usage.
- UK HE behind other sectors/countries due to traditional independence.
- Canberra outsourcing all services to India. They did this totally based upon a need to save money.
- Need to look at what's right for you.
- Internal shared services is a relevant approach.
- How does this relate to technology? SOA could be a 'red herring'.
- FSD requires engagement from suppliers. But they're looking to be led by the sector. Many suppliers see the investment as too large and are worried about getting a good return.
- How do we encourage suppliers to disaggregate their monolithic systems?
- Integration problems are often around data/process rather than technological.
- Often administrative processes between institutions aren't so different. There's a need to standardise processes across an institution and align these with other institutions before looking at sharing services.
- Need to start bottom-up rather than top-down (as with RCUK).
- Cost will be one of major drivers. But there is a problem about understanding our current costs.
- One way to understand costs is to start at the top-level process area (IT, finance, HR, etc.) and then drill-down.
- FSD is very much about responding to business needs, and aligning business and IT in the delivery of services.