

Where next for the IT Department?



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Agenda

- Technology Waves
- The enduring skills challenge
- Business Models for IT
- Leadership of IT
- The key Challenges

Technology Waves



Key Challenges inside IT

- Standardisation vs. Innovation
- Interoperability
- Managing Legacy
- Security
- Availability
- Usability
- Systems Architecture
- IT Productivity
- Business Value/TCO/Greening IT

Reputation of IT/IS

- Slow
- Expensive
- Too focussed on latest technology
- Late to deliver
- Unable to communicate with “business”

Skills Challenges

- Specific Technical Skills
- Project and Programme Management
- Change Management
- Functional and Performance Testing
- “Hybrid “ skills
- Contract Management (Outsourcing)
- Business/Systems Design
- Requirements Planning
- User Training and Management

Leadership

- IT manager in Finance
- IT manager in HR
- IT director
- CIO
- CTO
- CKO

So where are we today?

- Deployment getting easier: design harder
- User expectations higher driven by consumer electronics
- Device proliferation
- OSS vs Proprietary
- Greenwash
- Security
- Information skills
- Legal skills
- Business Continuity
- Outsourcing/BPO /Shared services

Web 2.0

- How sustainable is FREE
/freemium
/freeeconomics?
- Terms of Service
- Ownership of Information
- IPR
- Enterprise Social Media
- Semantics vs Bayesian?

NGN

- IPv6 transition
- 4G
- Wifi-Wimax...
- Universal service
- Multi lingual DNS
- Embedded devices

Key Challenge is Economics of Universal Service

Clouds Illusions

- Marketing hype vs. Technical reality
- How many clouds?
- How fast? Which apps?
- Risk Management
- Contract Management/SLAs/Payment
- How Green? Thin vs Thick?
- How Economic?

Methodologies

- Does IT Best practice work?
 - ITIL
 - Prince 2
 - EA
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- Project Initiation as a key problem?
- VPEC-T Framework

Libraries of the Future

- Academic Libraries covering Teaching and Learning and Research
- JISC/BL/RLUK/RIN/SCONUL sponsors
- Developing scenarios
 - Scope of HE
 - Scope of Information Services
 - Physical vs. Virtual

Some conjectures

- Impact of Climategate
- Long-term preservation of digital data
- E-learning: economics vs transformation
- Open Education Resources
- iTunes U
- Behavioural Economics

Technology trends drive shifting workforce patterns

Current trends will drive demand over the next decade for some existing skills:

- To design and run virtualization and SaaS set ups; calling on high level database design and 'business savvy' data miners

Central IT functions are under threat and will shrink over time

- Outsourcing combined with 'plug & play' changes role of in-house experts

New careers will emerge; eg the 'vulnerability manager'

- Using knowledge of data hardening, 'attack surface' definition and risk reduction to deliver powerful security solutions

Employers are already crying out for technology awareness matched to creative and strategic thinking

- People who can devise and design applications that harness the commercial potential of new

information technology
For more information contact the REC Industry Research Unit on <http://www.rec.uk.com/about-recruitment/research>



Alex Stevens
Chief Executive - 2030

REC
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Technology 2020
The Future of Technology and what
it means for Recruiters

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Thank You

- Email: chris_yapp@hotmail.co.uk
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