Tech and Innovation Ecosystem

What we need to survive!

Peter Owen

Agenda

- What is an Ecosystem?
- What is on the horizon?
- Changes needed in our departments
- Changes needed in our suppliers
- Q&A

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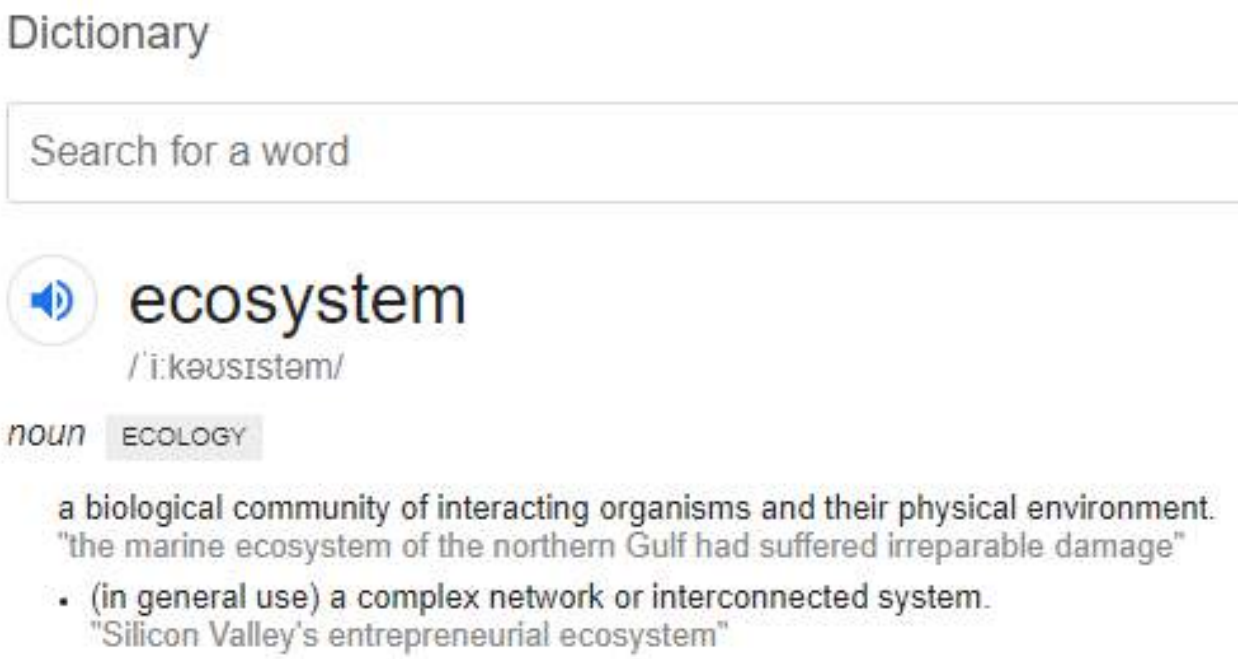
Definition – “Eco system”

- Key elements
  - Community
  - Interacting
  - Physical Environment



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Definition “IT Ecosystem”

An IT **ecosystem** is "the network of organizations that drives the creation and delivery of information **technology** products and services." **Technology ecosystems** are product platforms defined by core components made by the platform owner and complemented by applications made by autonomous companies in the periphery.
28 Dec 2018

IT Ecosystem - CIO Wiki
https://cio-wiki.org › wiki › IT_Ecosystem

Key elements

- Network
- Services

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Lights-On's Hybrid Definition

Future IT Ecology

"Community of collaborating companies delivering technology solutions and services that work together wherever"

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Constructive Tension

- There are tensions
  - Supplier – Buyer
  - Supplier – Supplier
  - ~~– Buyer – Buyer~~
- Constructive tension
  - Moves you to a place where action is felt necessary

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A New tension – Losing Innovation to the CINO

- 2018 ALIT Survey of MPs
  - 77% felt CINO outside of IT
  - 91% said appoint externally
  - 55% said completely new discipline
  - 62% said CINO™ was an executive level position
  - 82% felt CINO same level as CIO / ITD

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What is on the Horizon?

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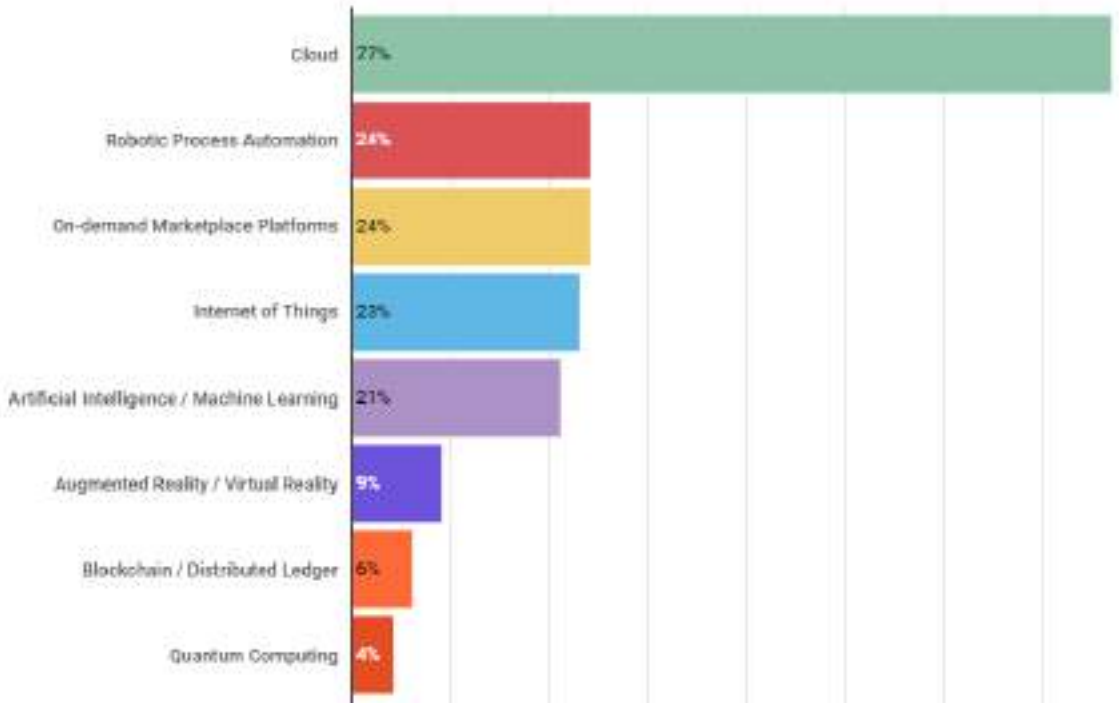
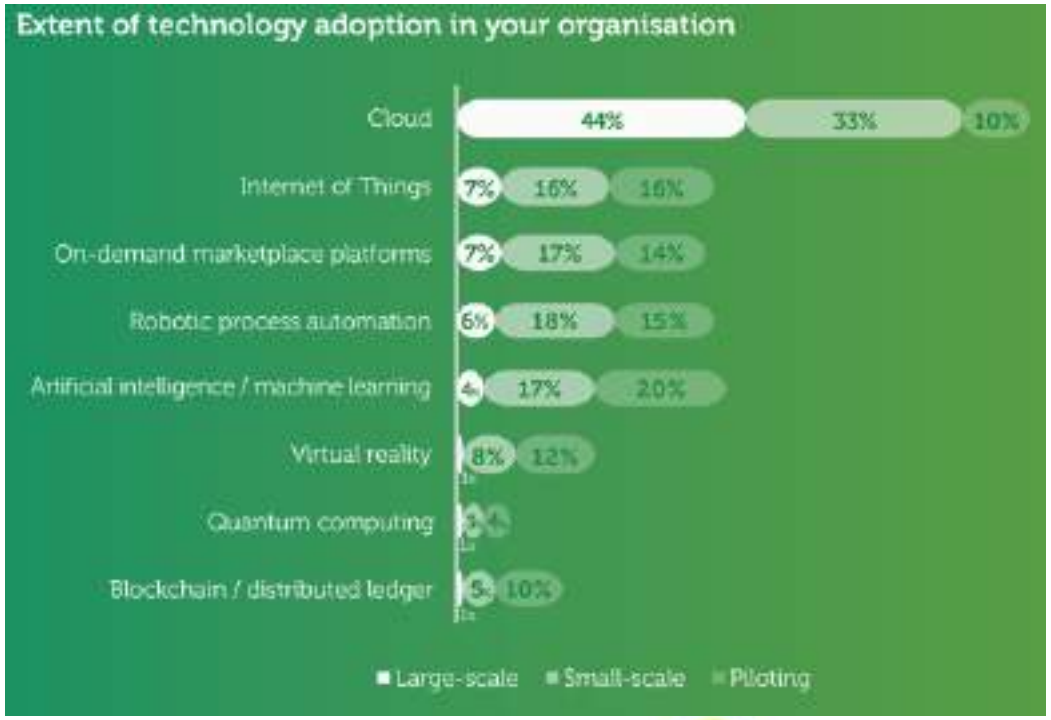
What 3.5k CIOs (globally) think

Now



In progress



Source: Harvey Nash/KPMG Global CIO Survey 2019 – Used with their kind permission

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On top of this..

- Increased governance
- Greater mobility
- Increased Shadow IT (“Business Managed IT”)
- Increased rate of change of IT
- Increased rate of change of “general technology”
- Increased skills shortages

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On top of that..

Click to buy

Retro

Phone Apps only…

Anywhere

Anytime

All the time

Voice control

Being Human

Service

Personalisation

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What Metamorphosis is required?

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Firm's Metamorphosis

- Work with CINOs in a positive way – RACI
- Prepare your team for cloud adoption
- Much more about business, less about tech
- More BA's / PM's – Opportunity to own the project space
- Stronger supply chain management
- More evidence based – e.g. ServiceDesk, resource plan
- Continuous micro change (update) environment
- Help deliver different training

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Supplier Metamorphosis

- How will you play the CIO / CINO divide?
- Faster moves to eco system in the cloud = R&D costs
- Everything is in Outlook – including hangs and crashes!
- Support for Cloud (Azure?)
- Support for work agility – in and out of the office
- Partner with multiple MSPs
- More…

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Example Good and Bad

- Good
  - "Programmes"
    - Book keeping programme
    - App integrator programme
  - App Market Place
    - 800 3rd party tools
    - Categorised
    - Socially rated

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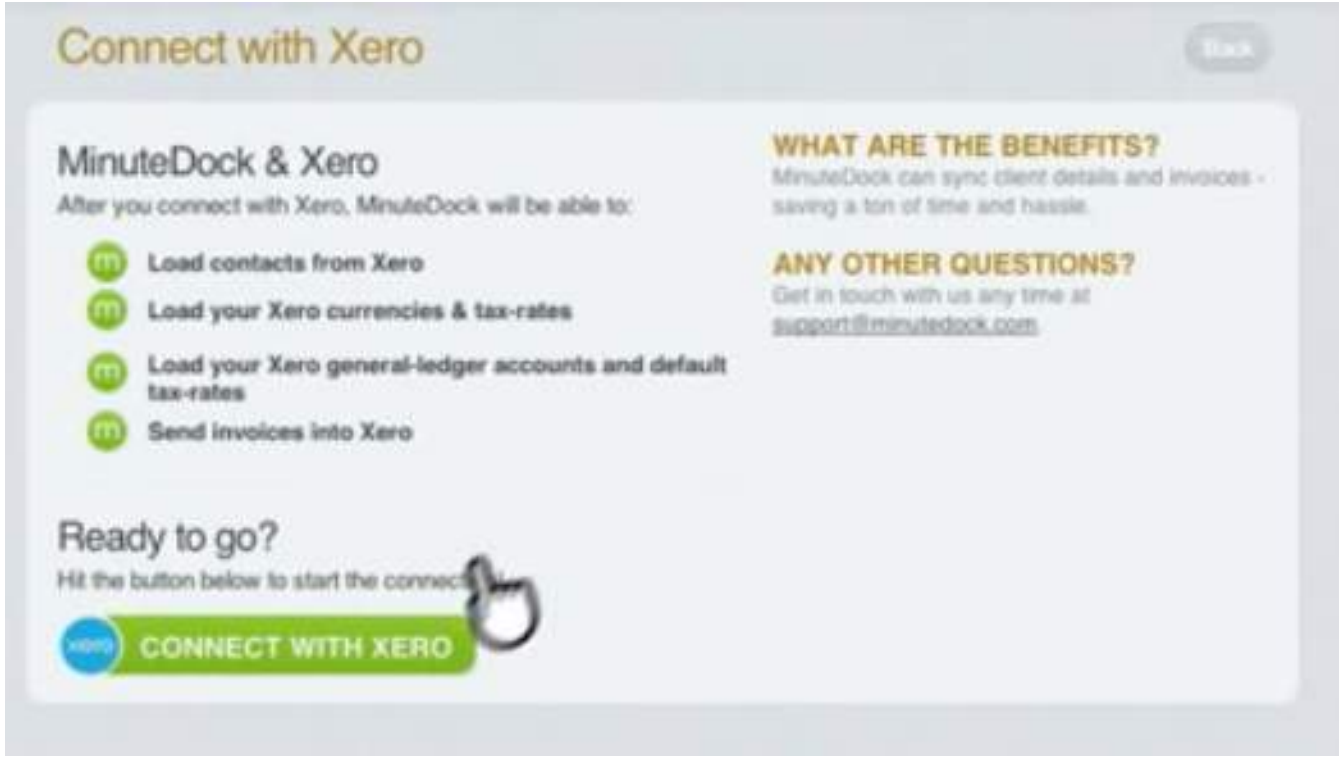
Integration – Just Switches

- Integration is pre built
- Literally turn on or off the different elements of integration with switches



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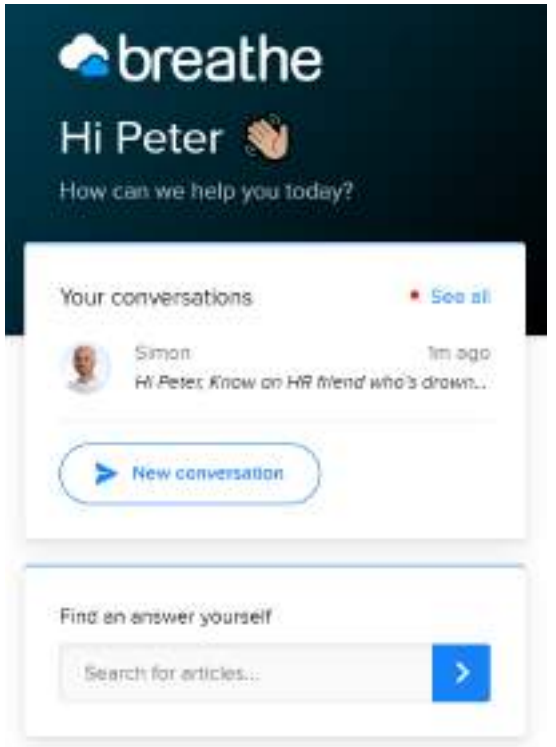
The Bad



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Being Human

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Summary

- Lots to do – mountain to climb
- World moving quicker than we are
- Amazing opportunity
  - Legal one o the closest knit communities
  - Extend forums to suppliers
- Exciting!
- ~~Kna~~ Tiring!
- Totally achievable if you all have the will

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Questions? Challenges?

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