Surviving the Catch All IT Shop

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INSPIRE. EMPOWER. ADVANCE.

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◆ Director of Information Technology for Brailsford & Dunlavey

Portfolio

◆ 700 Higher Ed Projects, 100 K-12 Projects, and 150 B&D VENUES Projects

Staff

◆ Diverse Skill Set and Backgrounds

Services

◆ Planning Through Implementation
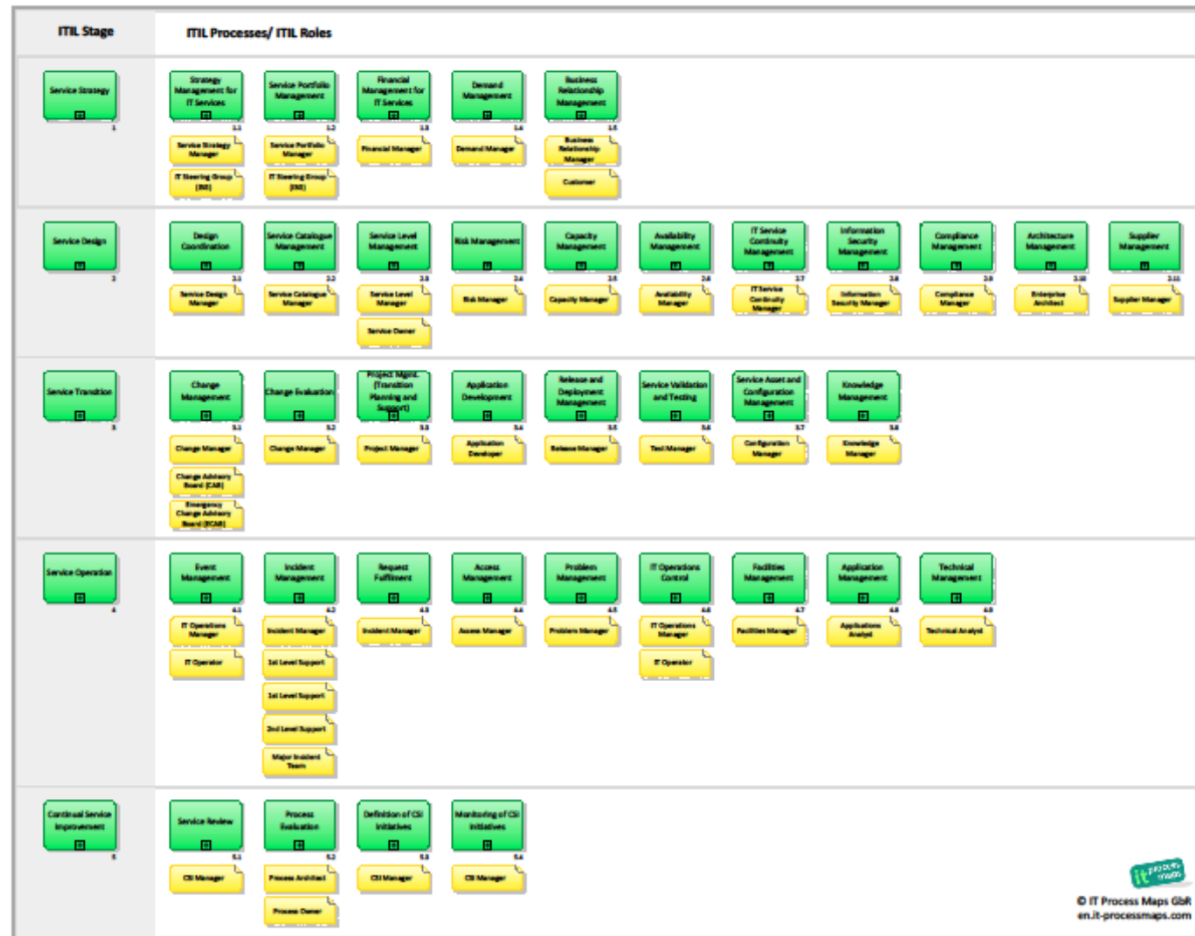
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What do companies want from IT

- Business empowerment

- Business transformation

- Risk management

What does IT want from ITIL

◆ Guidance on how to use IT as a tool to facilitate business change, transformation and growth.

- Gain control of TCO

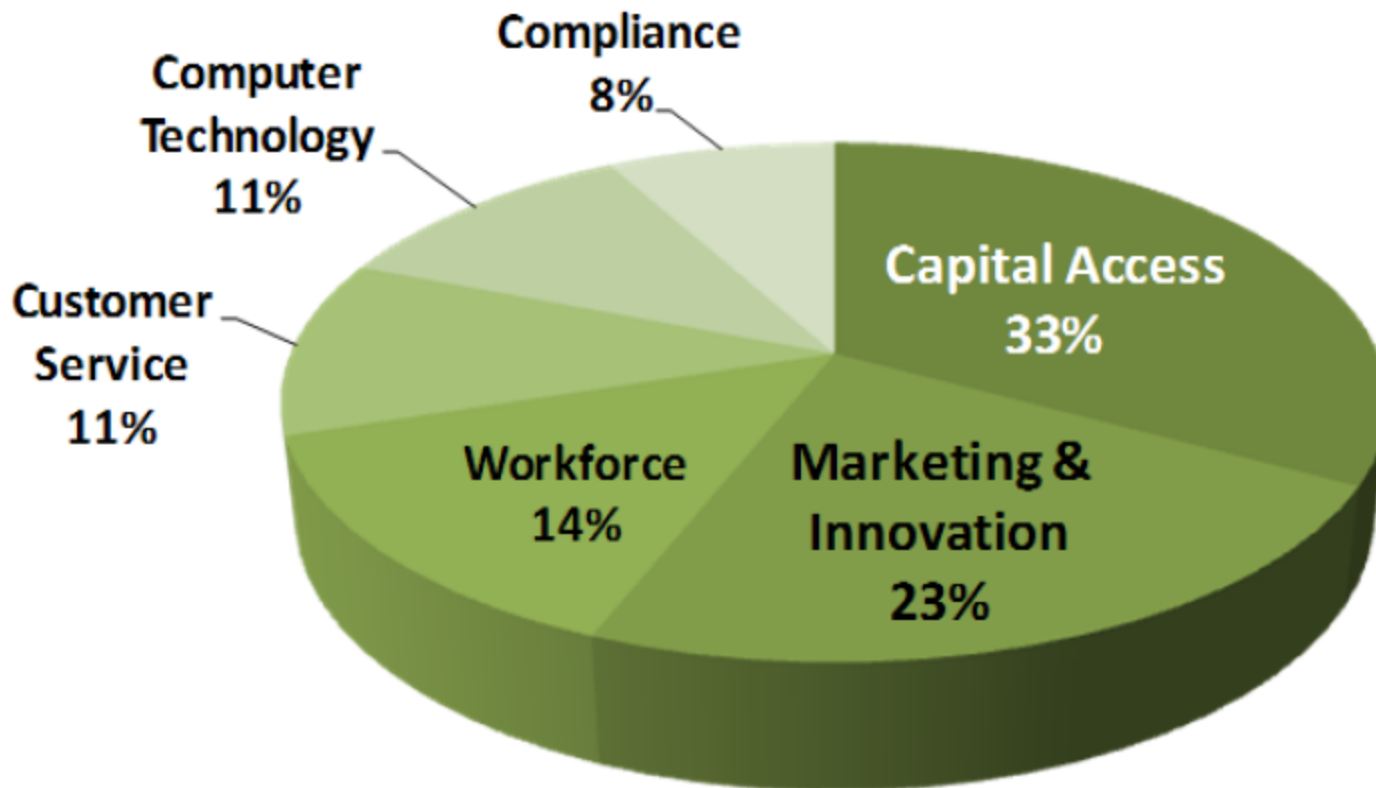- Move to a pro-active posture

- Efficiency

Challenges of Small/Mid-sized Business IT

◆ Not enough resources/staff

◆ Still want the Big Business IT experience

◆ Staff tends to be inexperienced

Small Business Resources

Staffing levels are usually 1 – 3 people

◆ No specialist roles

◆ Everyone needs to be able to do some of everything

◆ No one is able to do anything quickly

◆ Reliance on Vendor Management

Still want the Big Business IT experience

◆ Enterprise application support

◆ Integrated network

◆ Enhanced security

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Staff tends to be inexperienced

◆ How can we do that? Gets asked a lot

◆ How 'hands on' do you need to be?

◆ What can you delegate?

◆ What do you need to 'set and forget'?

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Business Model

- What is the outcome you desire?

- Key elements to define

  - What do we do?

  - With whom?

  - Can we make money?

    - Or how can we spend money more efficiently?

- What I have found that works

- What I have found that you should avoid

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What is the outcome you desire?

◆ Rapid response to user issues

◆ Proactive infrastructure support

◆ Forward-thinking application/hardware

Key elements to define

◆ **What do we do?**

    – Network

    – Hardware

    – Software

    – Support issues

    – Business unit needs

◆ **With whom?**

◆ **Can we make money?**

    – Or how can we spend money more efficiently?

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What I have found that works

◆ Strategic vendor alliances

◆ Stripping down to what's necessary

◆ Talk with your people

◆ Be involved with the business

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What I have found that you should avoid

◆ Project hell

◆ On-the-job learning

◆ Ignoring the foundation