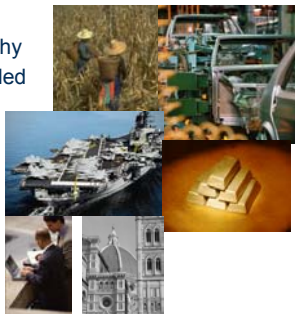


Impacts of Trends in Information Technology

Living in the Knowledge Society

Global Changes of IT

- Change of political power
- Wealth not tied to geography
- Rise & decline of semi-skilled
- Wealth of the individual
- Dynamic to persecute violence
- Condense multi-century change into 1 life time



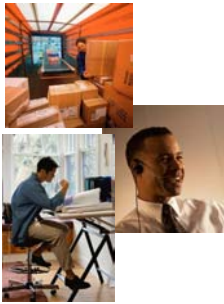
Hollywood Film Model

- Unstoppable forces - Globalisation & IT
- Routine processing done by IT
- From processing to value added problem solving
- Project focused
- Business focus on core competency
- Build teams to get out-comes
- Keep control
- Ability to problem solve

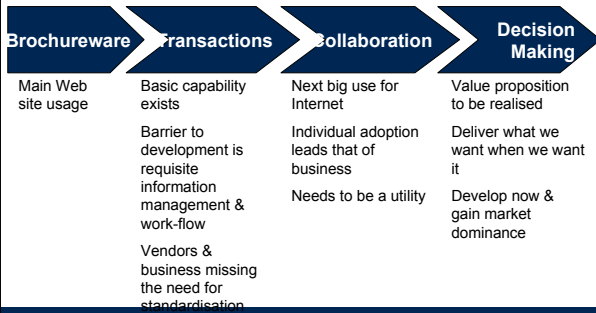


Changing Job Role & Value

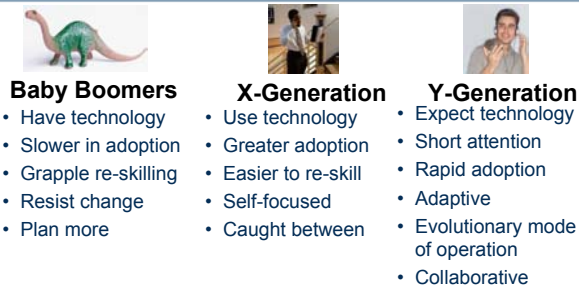
- Demand for low value work
- Skilled trades
- Eliminates routine processing
- High end value adding
- Skill from operation to proactive problem solving
- Initial staff decrease, then increase



The Evolving Internet



Differential Adoption of Technology



IT Legacy



Consolidated data storage
Work-flow
Cross-indexing



Slow access
Limited searching

- Distributive computing power is good
- Consolidated data storage & applications
- PCs become fatter
- End device dumber
- Internet applications
- \$100 computer
- Virtual mainframe



Consolidated data storage
Raw text (not tied to format)
Work-flow
Unified presentation

Centralised
Non-responsive
Unattractive interface
White coat society



Increased flexibility
Distributive computing power
Attractive interface
Empowered user

Little work-flow
Coordination problems
Loss of data consolidation
Not industrial strength



Global communication
Rapid access
User empowerment
Low barrier of entry

Loss of consolidated data
Information overload
Little business process
Poor business integration

The Role of IT in Business

Bridging the Gap Between Business & IT

Necessary Evil

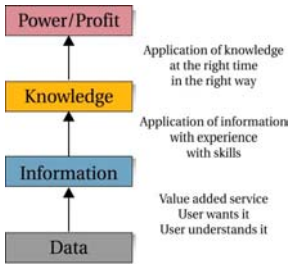
- ROI not realised
- Escalating expenditure
- Failed implementation
- Project over runs
- Poor service
- Inferior communication
- Compliance headaches
- Means: rising hidden costs, failure to guarantee service delivery and loss of market share



Knowledge Management

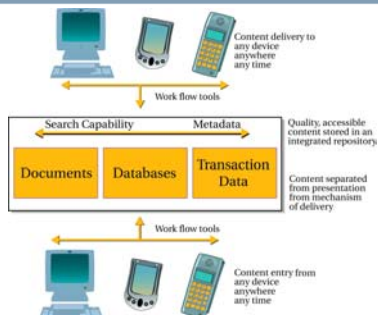
Getting the Wisdom WE Need and Deserve

Wisdom Wanted



- Data overload
- Information in context as part of work-flow
- Information relationships
- Need data management to get knowledge
- Deliver any device anywhere anytime
- Real time decision making

Eliminate the Ph.D.



Real Time Decision Making - Any Device Anywhere Anytime

- Want answers to problems
- Knowledge so we can decide what to do
 - Foreign Exchange Trade
 - Travelling Home
 - Eating Out



Elements of the Solution

- Consolidated Repository
- Relationships between information
- Information with work-flow
- Integrated search
- Presentation
- Messaging
- Security



Utility Infrastructure

Moving From Solutions to Utilities

Industrial Strength Utilities

- Redundancy
- Failover
- Load bearing capacity
- Kept simple
- Not the latest everything
- Standardised & modularised



Utility Characteristics

- Accommodate change
- Assume failure
- Standardisation
- Best of breed
- Emergent behaviour
- Scalability through automation
- Bring together simple solutions



Out-Sourcing & Off-Shoring

How to Make Them Work

Organising Out-Sourcing

- Strategy - breaking the assembly line
- Owning Ownership
 - NO responsibility, NO control
- Preventing Problem Passing
 - Passing a Problem is NOT going to fix it
- Business Process Bonds
 - Core / Non-core competency
 - Understanding what is being outsourced



Organising Out-Sourcing

- Accountant Accountability
 - True cost and make the accountants accountable
 - Reward outsourcer on results returned
- Dependency
- Breaking the Relationship



Off-Shoring Outcomes

- Interrupting the knowledge worker assembly line
- Risk Management
- Loyalty
- Ownership
- Collaboration



Coming of Age in Most Exciting Times For Humanity

**What is Your Vision
for Your Future?**

Questions
