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Thoughts and ideas from The Systems Consulting Consortium

IT Resource Planning – Let’s Run Our Shops Like We All Know We Should

IT is a Business – We Need Tools to Run it

Corporations devote significant resources to provide ERP and Business Intelligence (BI) applications so that Sales, Marketing, Operations, and Customer Service can run their business effectively.

IT is itself a significant line of business and one of the largest single corporate costs. Unfortunately, IT departments do not have ERP and BI applications equivalent to what they provide to their internal customers. This is untenable in the long run if we want to run our IT shops as effectively as possible.

Technology

IT management should have ready access to a detailed inventory of their deployed assets, including hardware, software and networks. We should understand how they are inter-related in order to optimize our asset configuration for maximum business value.

Applications deliver critical business value, yet most shops have an inadequate inventory of their applications, their users, and have only a vague sense of user satisfaction levels.

People & Projects

Top CIOs spend the majority of their time on staff development, but we can’t track retention risks, development plans, employee satisfaction, and project member feedback.

Projects represent a major portion of the IT budget, but we have a difficult time managing hundreds of project statuses. Staff resource planning is difficult as projects shift in response to changing business needs.

Process & Financials

Most IT processes are driven either manually or by tools deployed within a single department. Although ITIL is providing a sound framework for IT process rationalization, it is difficult to get an on-demand picture of the health of processes such as Help Desk, Problem Management, and Change Management.

Many IT shops do a good job of tracking their financials, but this data would be richer if we could perform multi-dimension analysis over time. How has this project manager performed on Linux projects for Ops over the last 3 years? Which technical stack delivers the best TCO per user while delivering 99.9% application uptime?

Let’s Solve This Problem

The sad truth is that your IT shop has lots of data on its Technology, People, Process, Projects, and Financials. This data is scattered throughout thousands of emails, spreadsheets, presentations, and documents.

Since these problems are shared by most IT shops, they present an ideal opportunity to collaborate on creating a shared solution that brings scattered data into a single database and set of management tools.

The Open IT Forum enables IT organizations to pool resources to collaboratively build and share tools for managing the IT function. This sparks innovation while reducing cost and risk.

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