

IT Management



May 2, 2020
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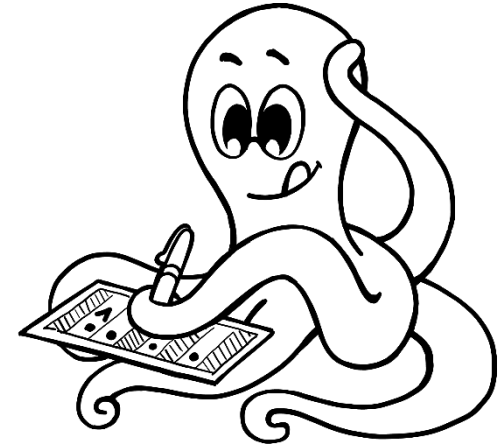


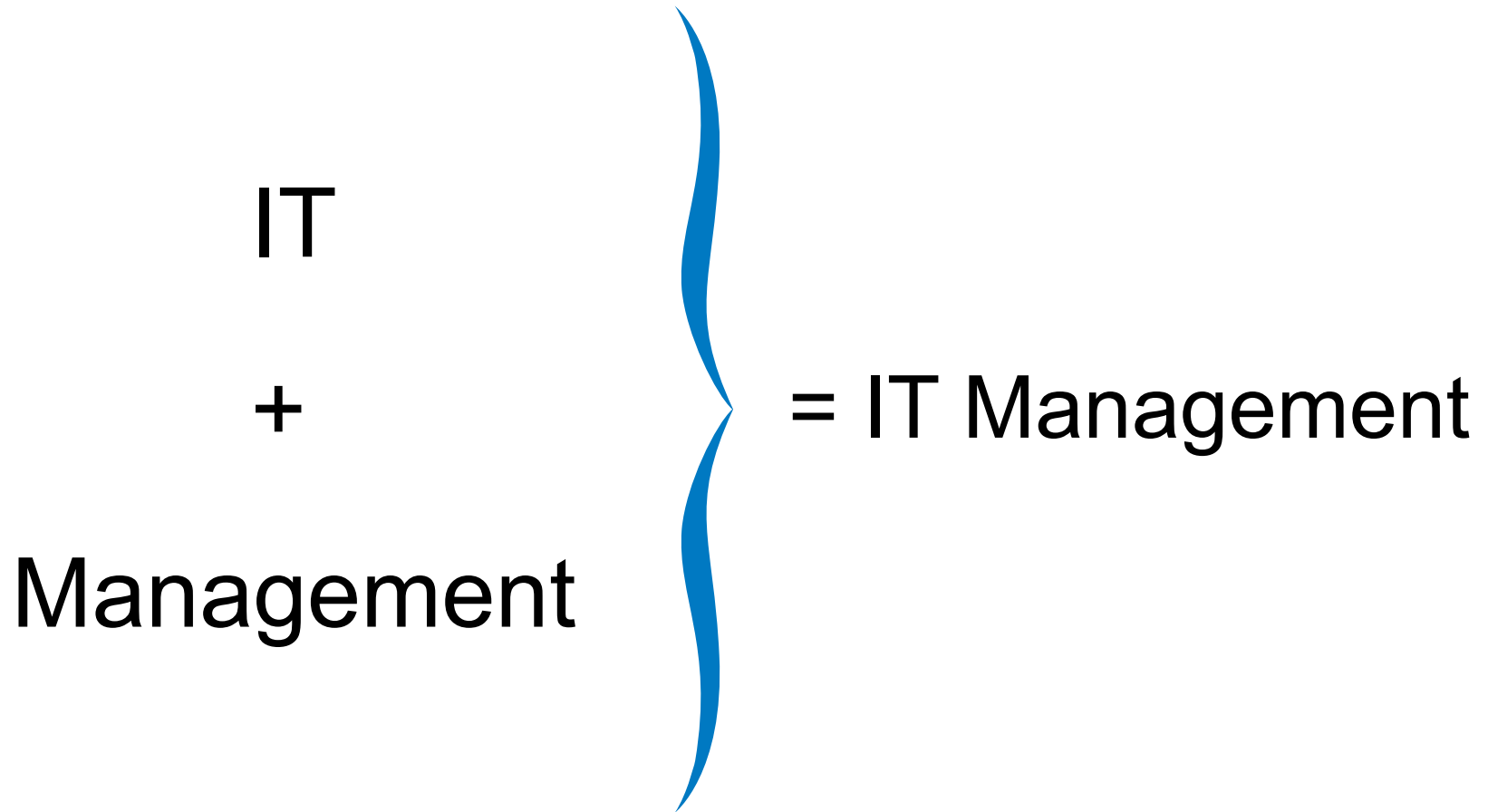
KNOW*Digital*





- Definition of IT Management
- The Relevance of IT
- IT Organisation and Operation Model
- Make or Buy
- Outsourcing







Information Technology (IT) is the use of any technology including computers, storage, networking and other physical devices, infrastructure and processes to create, process, store, secure and exchange any form of electronic data.





- **Management = organization and coordination** of the activities of a business in order to achieve defined objectives
- **Management** consists of the interlocking functions of creating corporate policy and organizing, planning, controlling, and directing an organization's resources in order to achieve the objectives of that policy.
- **A manager** has the power and responsibility **to make decisions and oversee an enterprise**



- 1) Scientific Management, Frederick Winslow Taylor (1911)
- 2) **Maslow's hierarchy of needs**, Abraham Maslow (1943)
- 3) Theory X and Theory Y, Douglas McGregor (1960)
- 4) **Management by Objectives “MbO”** or Management by Results “MbR” (1964)
- 5) **Forming–Storming–Norming–Performing model of group development**, Bruce Tuckman (1965)
- 6) PEST “Political, Economic, Sociological, Technological” analysis (1967)
- 7) **SWOT analysis** (1969)
- 8) **BCG Matrix “Cash cows, Stars, Dogs, Question Marks”** (1970s)
- 9) McKinsey 7-S-Model (1970s)
- 10) **Porter five forces analysis**, Michael E. Porter (1980)
- 11) **SMART „Specific Measurable Assignable Realistic Time Bound“goals** (1981)
- 12) Change Equation “Dissatisfaction x Vision x First steps > Resistance” (1980s)
- 13) Disruptive Innovation, Clayton M. Christensen (1995)



IT

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Management

use of any technology including computers, storage, networking and other physical devices, infrastructure and processes to create, process, store, secure and exchange any form of electronic data

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IT Management



IT management is the discipline where by all of the information technology resources of a firm are managed in accordance with its needs and priorities.

Source: Wikipedia, the free encyclopedia



Technological challenges

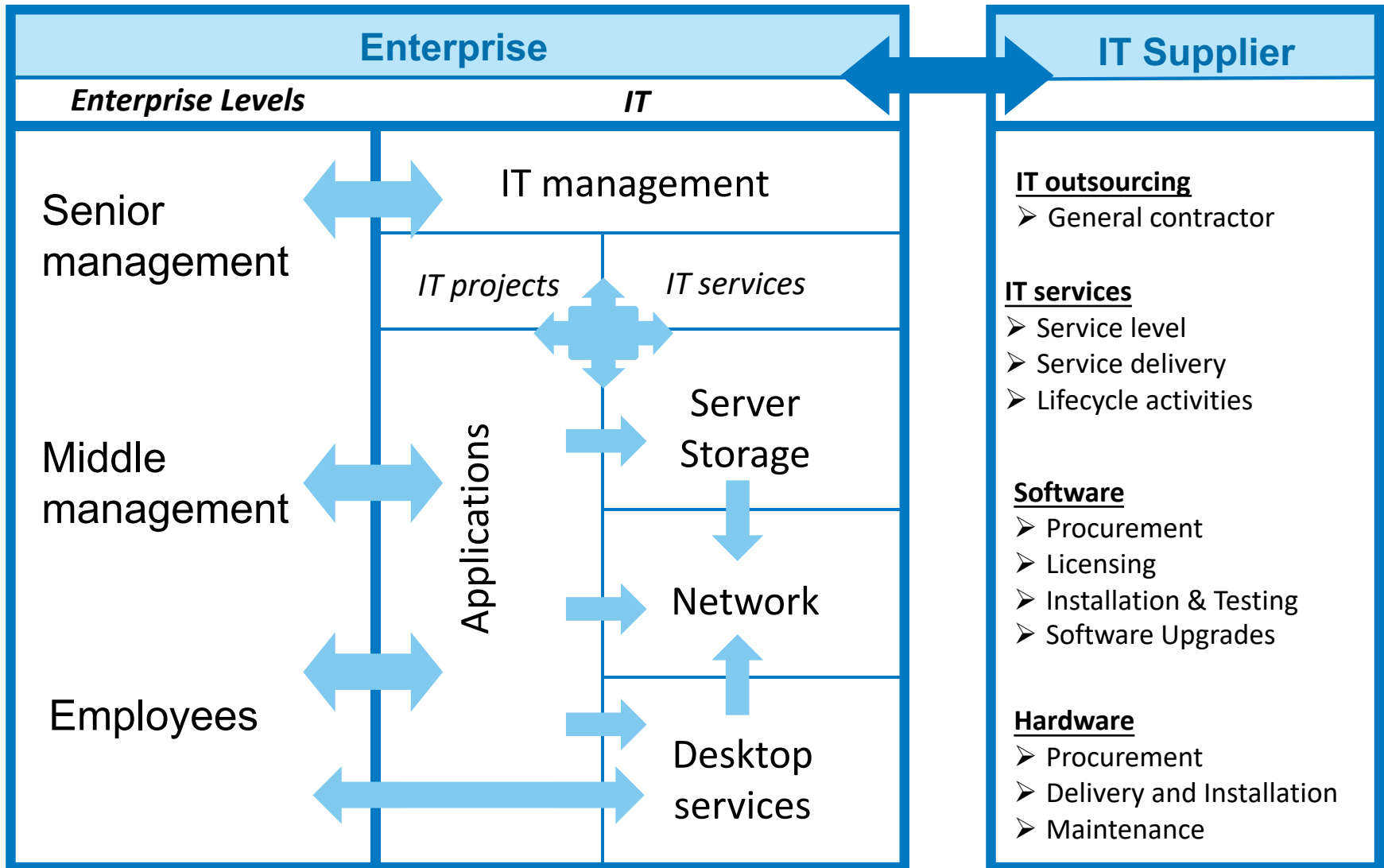
- Behaviour of customers changes
- Integration of processes
- Technovation

Investments

- IT spending growth
- High source of spending
- Risky

Competencies

- Dependency on key competencies
- Importance of skilled manpower
- Shortage of IT Experts



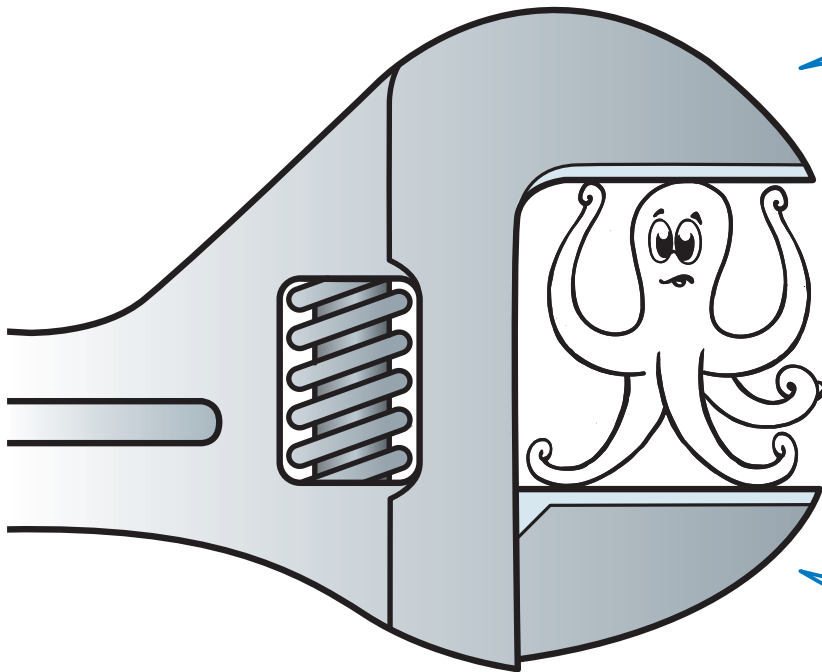


Expectation



Outcome

Disappointment



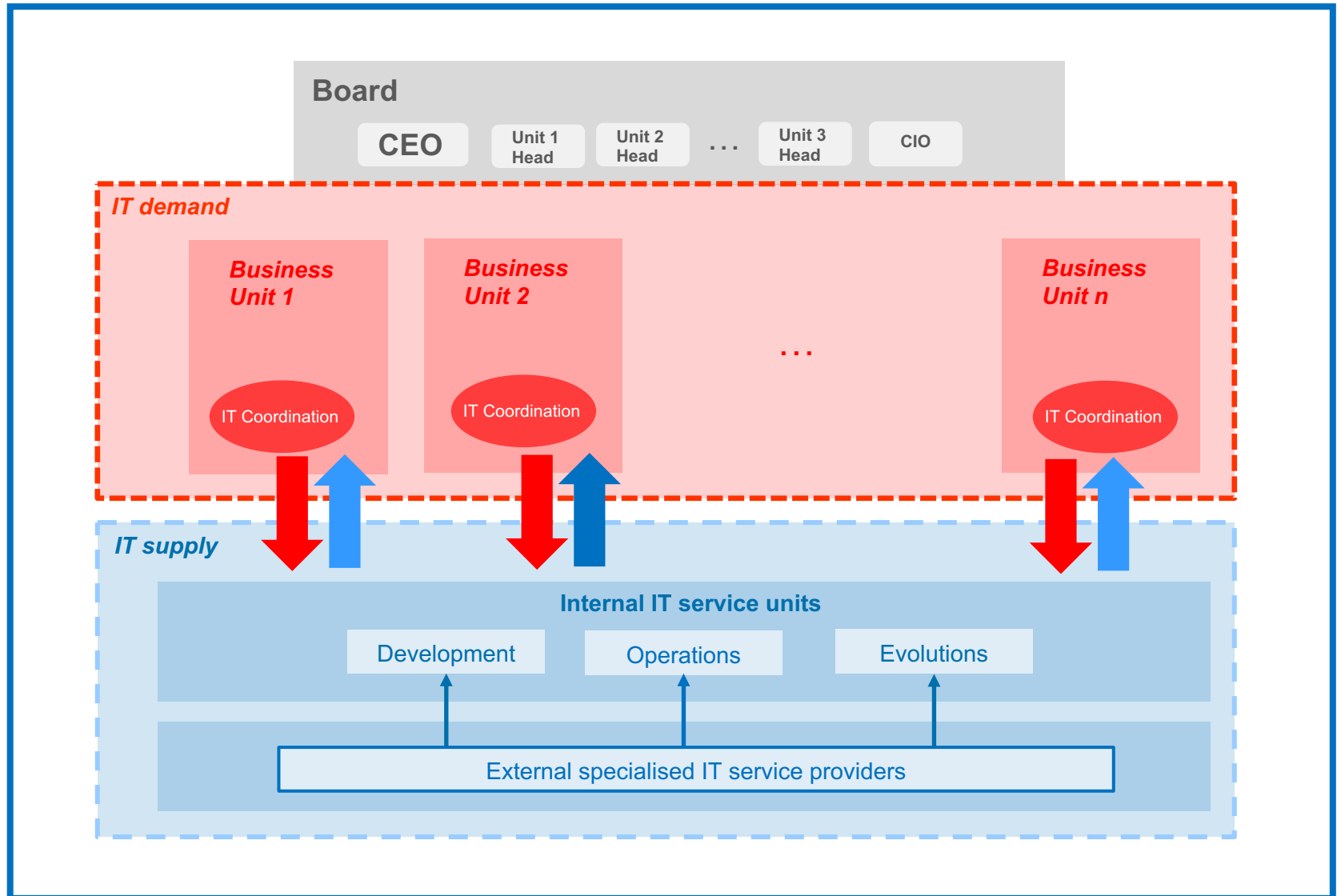
Individual expectations:

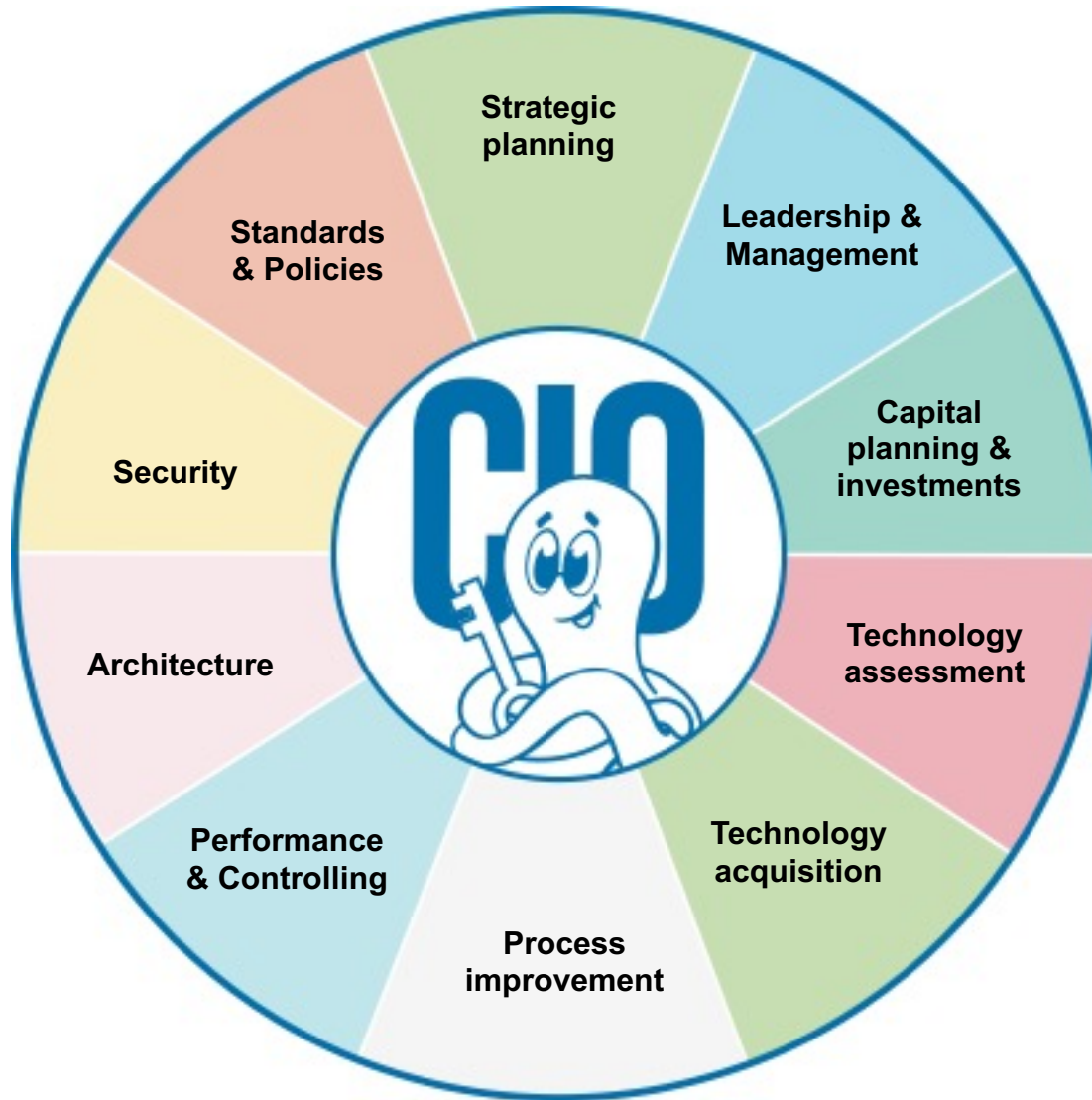
- Easy use
- Availability (7/24)
- Response time
- Compatible
- Mobile
- Collaborative tools

Business Requirements:

- Process automation
- Regulatory / Compliance
- Cost / Outsourcing
- Integration
- Security
- Scalability
- Language compatibility
- Performance
- Segregation of duties
- Data Leakage
- Green IT

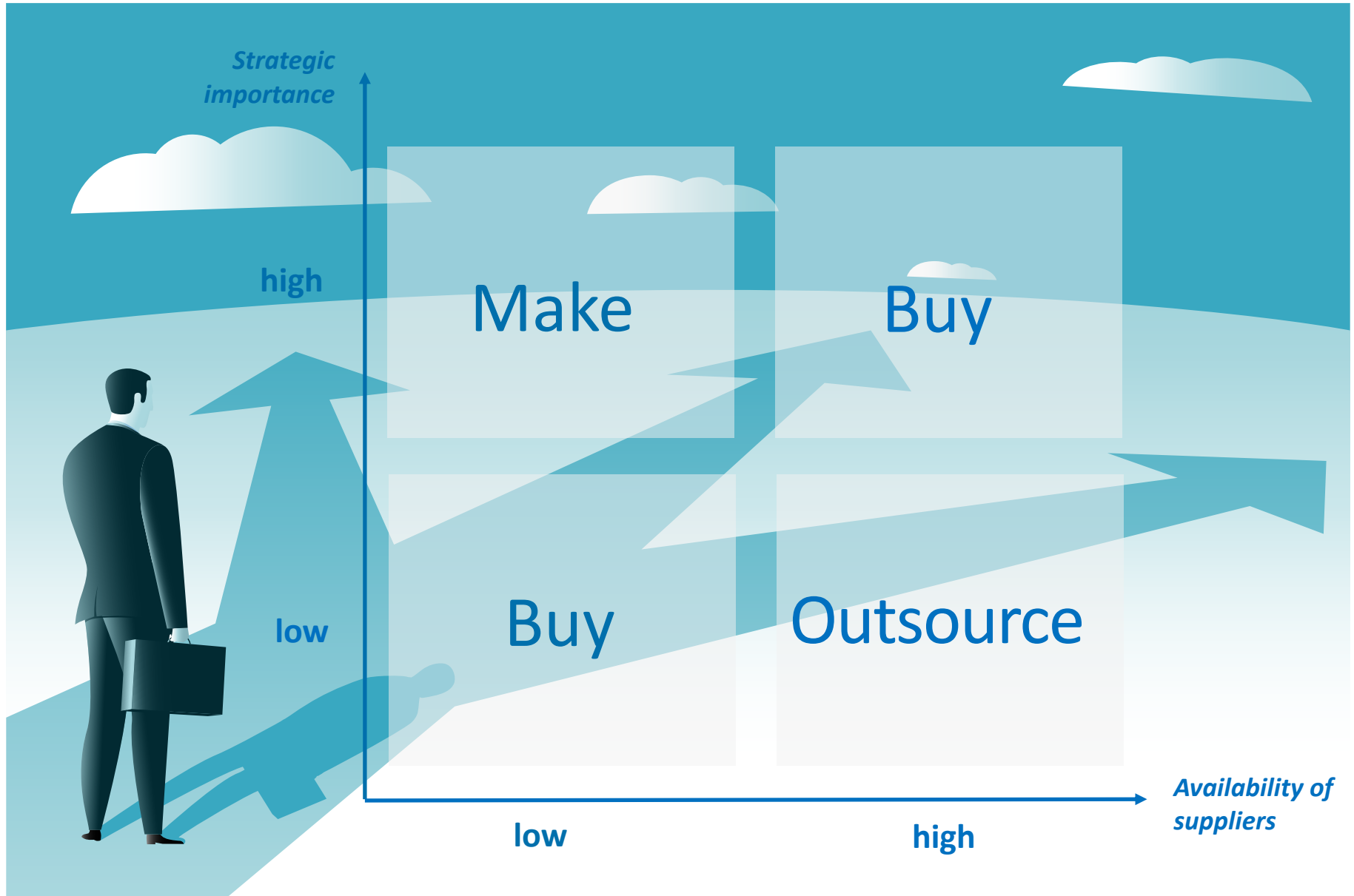
Matching between Demand and Supply







1. Explore new business models—don't just digitize what your company already does
Huge investments to truly deliver transformation and to build new digitally based business models, revenue streams, and customer relationships
2. Buck the information security status quo
Operations often disrupted by a security incident leading to breach-related financial impact
3. Get more involved in product development
IT delivers value with IoT and advanced analytics
4. Tap the full potential of the Internet of Things
Cheaper sensors, reliable connectivity and data collected from everything
5. Get your arms around 5G
Two of 5G's main advantages over 4G are high speed and low latency
6. Narrow your priorities
Filter the myriad "#1" priorities to figure out which critical priorities are worthy of "A" efforts
7. Cultivate a culture of innovation
Move employees out of their routines by setting up ongoing processes for conceiving and advancing new ideas
8. Invest more—and more creatively—in your people
Position the IT organization as a place to do exciting, industry-changing work and not just collect a paycheck
9. Embrace the accelerating pace of change
IT needs to keep up with the business speed, even get out in front
10. Move the revenue and profit needle
Help produce business results





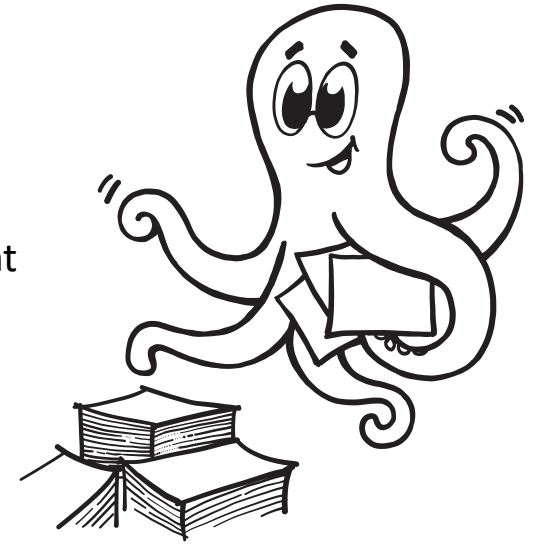
Business process outsourcing (BPO) is a subset of outsourcing that involves the contracting of the operations and responsibilities of a specific business process to a third-party service provider. Originally, this was associated with manufacturing firms, such as Coca Cola that outsourced large segments of its supply chain.

BPO is typically categorized into **back office outsourcing**, which includes *internal business functions* such as human resources or finance and accounting, and **front office outsourcing**, which includes *customer-related services* such as contact centre services.

BPO that is contracted outside a company's country is called **offshore** outsourcing. BPO that is contracted to a company's neighbouring (or nearby) country is called nearshore outsourcing.



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- SWOT analysis
- BCG Matrix “Cash cows, Stars, Dogs, Question Marks”
- Porter five forces analysis, Michael E. Porter
- SMART „Specific Measurable Accepted Realistic Time Bound“goals
- Make-or-Buy decision
- Outsourcing definition





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KNOWLEDGE