Journey to IT as a Service
powered by Cisco FAST IT

Kadir Kaya
IT Transformation Practice Lead
Agenda

- Digital Disruption
- ITaaS: IT as a Service
- Cisco FASTIT Methodology
- References
- Summary
What Happens in an Internet Minute?

- 639,800 GB of global IP data transferred
- 20 New victims of identity theft
- 204 million Emails sent
- 1,300 New mobile users
- 135 Botnet infections
- 6 New Wikipedia articles published
- 47,000 App downloads
- $83,000 In sales
- 100+ New LinkedIn accounts
- 2,777,000 Logins
- 6 million Facebook views
- 2+ million Search queries
- 30 Hours of video uploaded
- 1.3 million Video views
- 20 million Photo views
- 3,000 Photo uploads
- 320+ New Twitter accounts
- 100,000 New tweets
- 61,141 Hours of music

And Future Growth is Staggering

Today, the number of networked devices = the global population
By 2015, the number of networked devices = 2x the global population
In 2015, it would take you 5 years to view all video crossing IP networks each second
Digital Vortex
How Digital Disruption Is Redefining Industries

GLOBAL CENTER FOR DIGITAL BUSINESS TRANSFORMATION
An IMD and Cisco Initiative

June 2015

Joseph Bradley
Jeff Loucks
James Macaulay
Andy Nonnhe
Michael Wead

How One App Disrupted an Industry

Messages sent per day (billions)


Source: Portio Research, a16z, The Economist, 2015

The Mighty Will Fall

More companies at risk
- Telecommunications
- Technology Products & Services
- Retail
- Hospitality / Travel
- CPG & Manufacturing
- Media & Entertainment
- Utilities
- Financial Services
- Healthcare

In your industry, how many companies will lose their place in the top 10 due to digital disruption (over next five years)?

Fewer companies at risk
- Oil & Gas

Source: Global Center for Digital Business Transformation, 2015

Existential Crisis

Greater risk
- Hospitality / Travel
- Retail
- Media & Entertainment
- CPG & Manufacturing

Technology Products & Services
- 48%
- Education
- Pharmaceuticals

Less risk
- Oil & Gas
- Utilities

Respondents who say the risk of being put out of business increases "somewhat" or "significantly" as a result of digital disruption.

Source: Global Center for Digital Business Transformation, 2015

© 2016 Cisco and/or its affiliates. All rights reserved. Cisco Confidential
Agenda

- Digital Disruption
- ITaaS: IT as a Service
- Cisco FASTIT Methodology
- References
- Summary
The role of IT is changing
...squeezed in the middle between technology and business transitions
IT as a Services Organization

A business model for running IT that delivers value as defined by IT’s clients/customers in a cost-effective manner.

- Financially responsible, cost transparency, investment value
- Competition (Cloud Storage, BYOD)
- Focus on Quality
- Quality & User Experience
The role of IT is changing

...squeezed in the middle between technology and business transitions

But these IT transformations are complex! Where do I start?

Business Implications

Technology Transitions

- Mobile
  - Scale
- Cloud
  - Agility
- New Breed of Apps
  - Architecture
- Data & Analytics
  - Performance
- Internet of Things
  - All of above

Business Implications

- Growth & Productivity
- New Business Models
- Experience Expectations
- Globalization
- Security, Compliance & Regulation

Changes include:

- Mobile
- Cloud
- New Breed of Apps
- Data & Analytics
- Internet of Things

But these IT transformations are complex! Where do I start?

- Do more with less
- Anything-aas
- BYOD
- Labour arbitrage
- More stringent

Cisco

© 2016 Cisco and/or its affiliates. All rights reserved. Cisco Confidential
Agenda

1. Digital Disruption
2. ITaaS: IT as a Service
3. Cisco FASTIT Methodology
4. References
5. Summary
Fast IT = Reinvent the IT Department to accelerate Digitization

**People & Business**
- Culture of Partnership between Business & IT
- Business Insights & Process Transformation
- Innovation & New Value Chains
- Customer Experience
- Workforce Experience
- Risk, Compliance & Security Management

→ Digitization

**Process & Organization**
- Governance & Change Management
- Culture & Communication
- Architecture & IT Service Management
- Agile Project Development
- Finance, Sourcing & Business Models
- Skills & Roles

→ ITaaS Operating Model

**Technology**
- Hybrid Infrastructure (IaaS)
- IT Service Management (IaaS)
- Security
- IoT & Mobility
- Collaboration

→ Platform for Digitization
Journey to Fast IT Standards, Technology Insights, and Experience

Fast IT Approach \(=\) Standards \(+\) Technology Insights \(+\) Experience

**Industry Standards**
- ITIL
- TOGAF
- SFIA
- COBIT

**Global Knowledge**
Industry standards can’t keep up with the rate of innovation: they provide a foundation but are often obsolete.

**Disruptive Technology trends**
- PaaS & APIs
- Containers & Microservices
- DevOps & CI/CD
- Cloud & IT Service Brokerage
- Industrial IoT
- Big Data & Edge Analytics
- Multi-sourcing & GRC
- Blockchain & Ethereum
- Social, Digital Collaboration
- NFV & SDN
- Cyber security

**Cisco’s Internal IT Transformation**
Fast IT journey began in 2007 with new CIO, Rebecca Jacoby (now COO):
"Building an ITaaS organization is less about technology and more about progressive cultural and process changes. The transition requires pervasive shifts in the way IT is organized; how services are defined, delivered, consumed, and financed; and how IT measures success, evaluates costs, and assigns roles and responsibilities."

**Supporting our Customers’ IT Transformation**
- Swedavia
- Swedish Airports
- Ministry of Justice
- Netherlands
- Novartis
- CEDACRI

Industry standards can’t keep up with the rate of innovation: they provide a foundation but are often obsolete.
Journey to Fast IT
Deliver the Value of Fast IT Quickly and Flexibly

Envision
2 weeks
Preparation Interview Synthesis

Fast IT Strategy & Flagship Initiatives

Co-Creation
4-Week Sprints

- User needs & value
- Solution / Architecture
- UX / Pilot / Prototype
- Requirements

Realisation
Project / Initiative 1
Design Test Pilot Deploy

Project / Initiative X

Project / Initiative 2
Discussing IT Governance & Strategy with all the Key Stakeholders from the wider organization
"I am very grateful for the help that Cisco has given to us on the Government Digitization topic. Not only did you look at the technological solutions, but you also helped us identify the necessary changes and adjustments to the organizational processes and knowledge required of employees. I think and believe that the work that Cisco has delivered using the Fast IT methodology is an important contribution to our strategy moving forward."

Dutch Ministry of Safety & Justice
FEDnet Shared Services is divided into following three zones:

- Shared Government Infrastructure (SGI) Zone
- Hosting Services Zone
- Management Zone
## Fast IT: A few of our references

<table>
<thead>
<tr>
<th>Reference</th>
<th>Highlights</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REPUBLIC OF SLOVENIA MINISTRY OF PUBLIC ADMINISTRATION</strong>&lt;br&gt;(Government)</td>
<td>• December 2014: new law to consolidate all IT spending in one central agency. 40+ DC Consolidation.&lt;br&gt;• CIO’s #1 headache: People &amp; Process/Organization – not Technology.&lt;br&gt;• Cisco delivered a holistic strategy to transform the IT Operating Model.&lt;br&gt;• Deployed Government Cloud and Government Secure Network.</td>
<td>CIO elected “Slovenian CIO of the Year”: “For a successful digital transformation, it is necessary to first change the mentality, behavior and habits of employees. The new IT strategy will radically change the Slovenian public administration.”</td>
</tr>
<tr>
<td><strong>European Commission</strong>&lt;br&gt;(International Institution)</td>
<td>Help the new CIO define a strategy to execute on his vision: “In the next five years, the [Private] Cloud will progressively be established as the Commission primary way of providing information services. DIGIT will become the single point of access for Cloud services, brokering a coherent Cloud-based service catalogue to cope with the Commission and other requesting EUI business needs, establishing the adequate governance framework, developing Cloud service and security policies, and carrying out the necessary procurement actions, in collaboration with Commission services and EUIs.”</td>
<td>• Delivered Fast IT&lt;br&gt;• Improve the culture of partnership between IT and Business&lt;br&gt;• Identify the key challenges and drive initiatives to solve them&lt;br&gt;• Support the delivery of the EC’s new Private Cloud</td>
</tr>
</tbody>
</table>
Reference projects:

Centralized Disaster Recovery Services (Multitenant Cloud)
Mainframe Backup over KIN
Centralized Contact Center
Many under discussion...

Following Kuwait Digital Government
FASTIT Engagement
Why

Digital Disruption
Role of IT is changing
IT Transformation

What

ITaaS
Speed
Cost
Relevance
Security

How

Cisco FASTIT
People/Business
Process/Organization
Technology