

Digital Transformation

What can we do
to make it happen?

28.5.2020



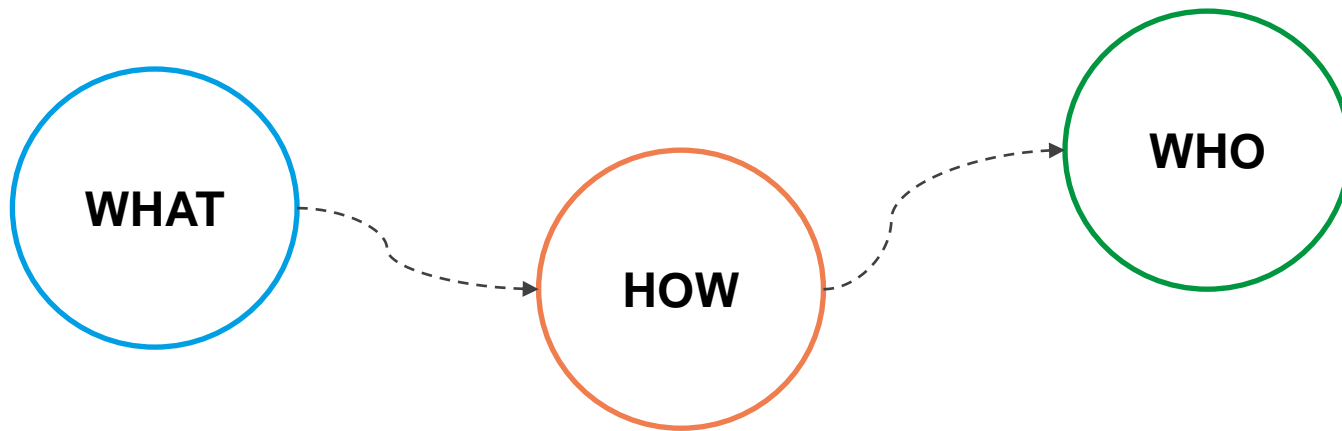
Speaker



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- 30 years in IT
- From end user support through programming and system engineering to IT management
- From local companies to corporations
- Optimization and consolidation of the IT operating model
- Optimization and consolidation of the project management
- Consultant and facilitator (strategic, project, process, IT and personal management)
- Accredited trainer (ITIL, COBIT, DevOps, PRINCE2, ...)
- Mentor and coach (DevOps, Agile, leadership, ...)

Agenda



Ground rules



Switch-off your camera



Mute your microphone



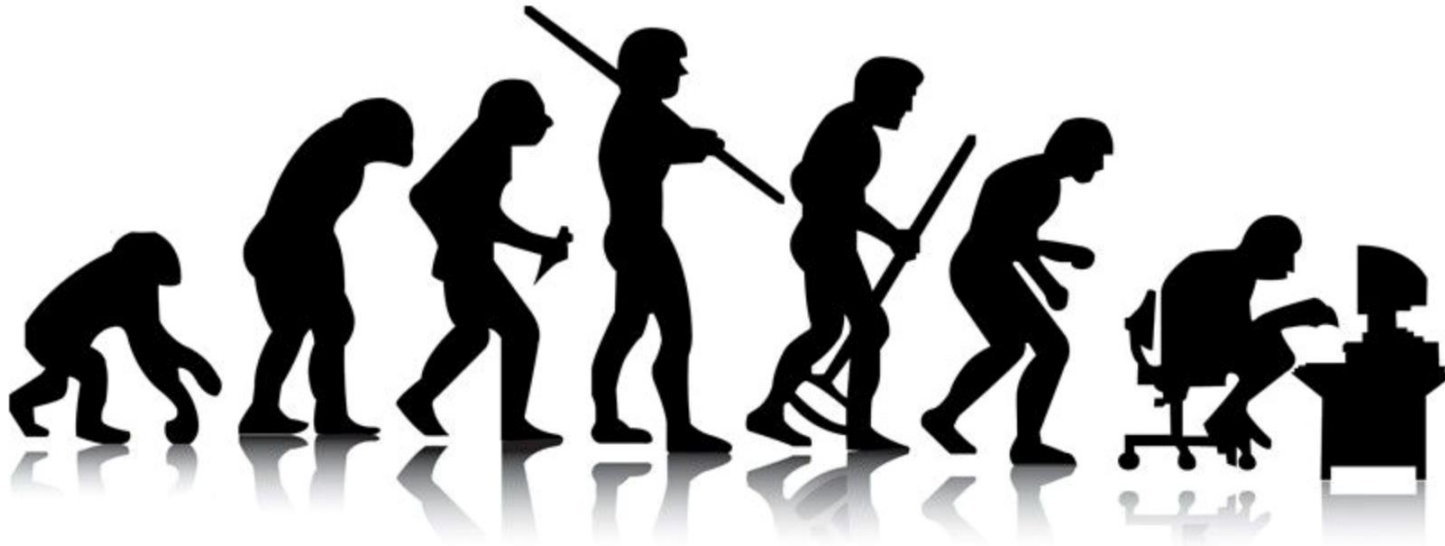
Use chat to ask the questions



WHAT is Digital Transformation



Evolution



Evolution

Evolution is a gradual change over a period of time

Mass Extinction



445 million
years ago



340 million
years ago



250 million
years ago

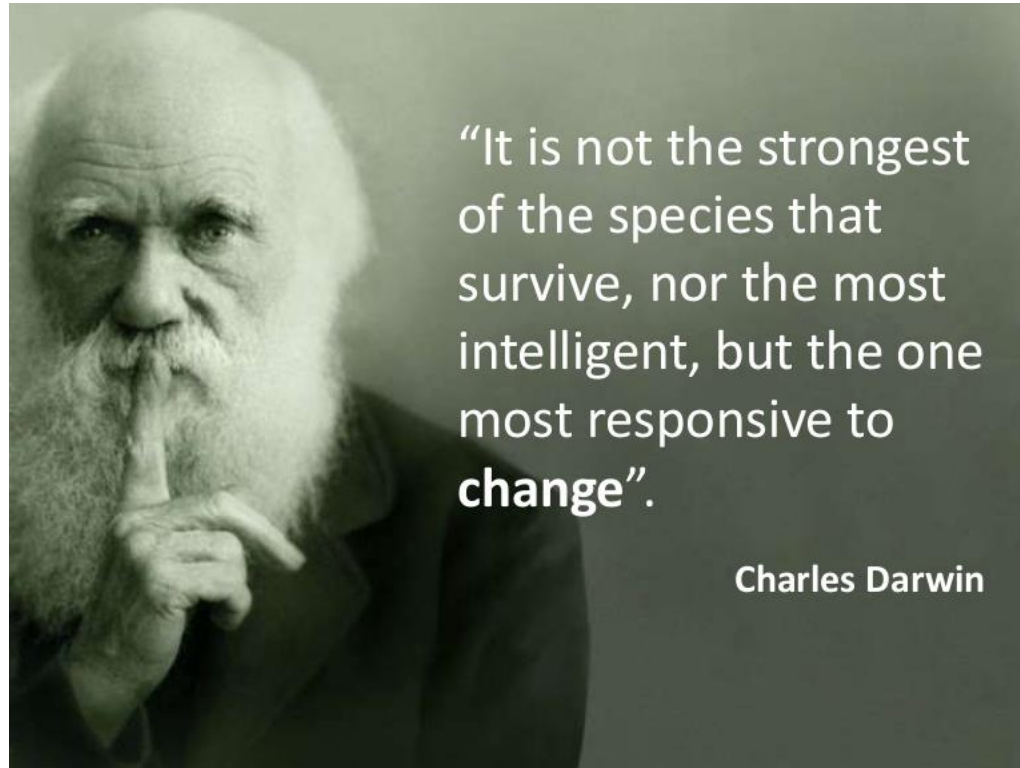


200 million
years ago



65 million
years ago

Evolution



“It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to **change**”.

Charles Darwin

Mass Extinction



Unicorn Companies



Unicorn Companies

- Business model is based on the technology (not just supported by the technology)
- Ability to quickly response to change (time-to-market)
- Room for experimentation and innovation
- Lean organizational and operational model
- Extremely customer oriented
- Product, not project oriented
- High level of automation
- End-to-end responsible cross-functional autonomy product teams with budgets and decision rights (cost-to-market)
- Infinite, antifragile and design thinking mindset

Digital Transformation



GAP



Digital Transformation

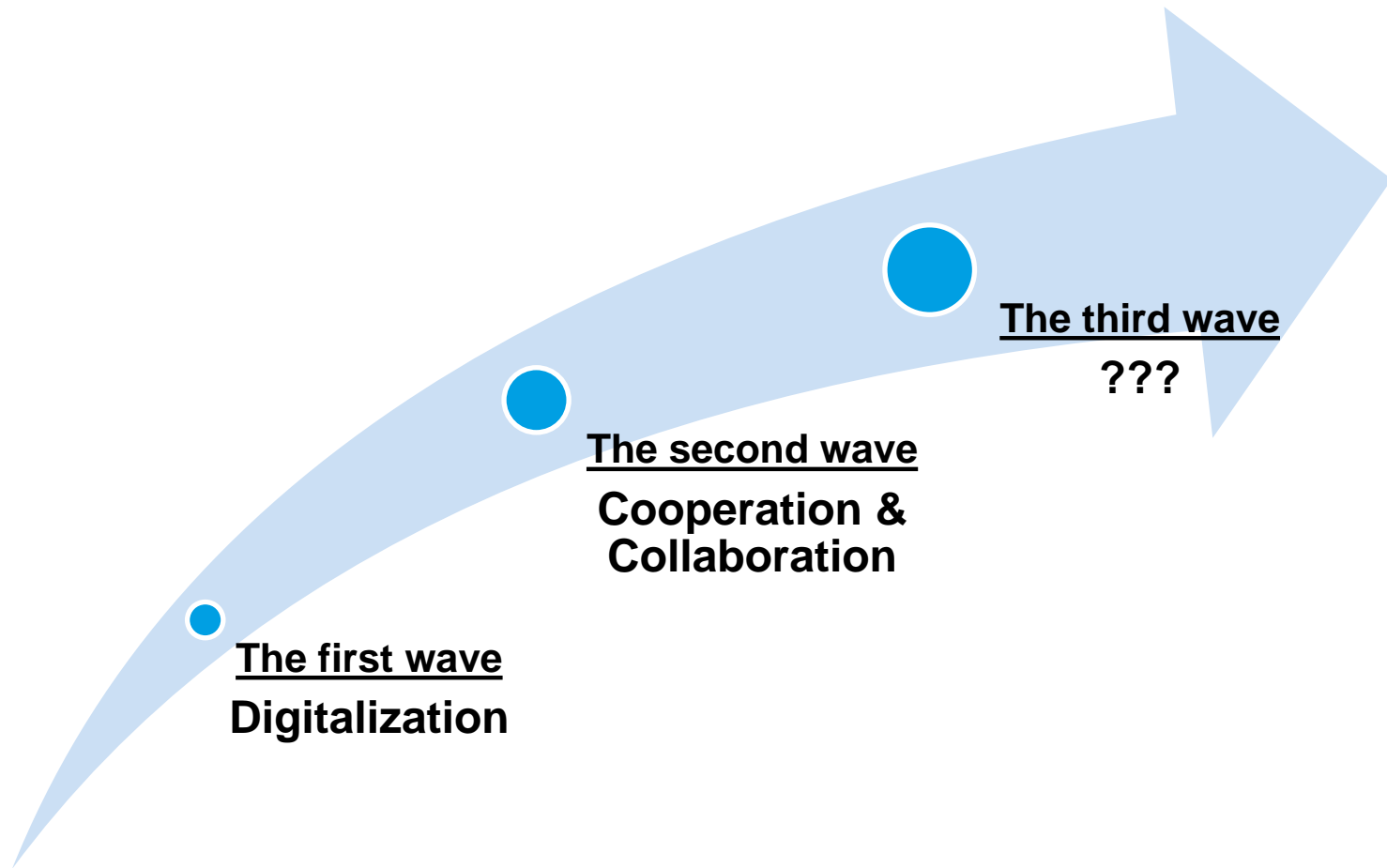
Digital transformation closes the gap between what digital customers already expect and what analog businesses actually deliver.

Greg Verdino

Digital transformation's overarching goal is to use innovative technology to create new business models, products, or services.

The result should not be a better technology, it should be better everything else around it.

Digital Transformation



Digital Transformation

84%

of the executives agree that new business opportunities are emerging as their organization digitally transforms.


20%

of the executives rate their companies' digital transformation efforts as effective.

The Harvard Business Review (HBR) Analytics Services survey, November 2019

5 Barriers

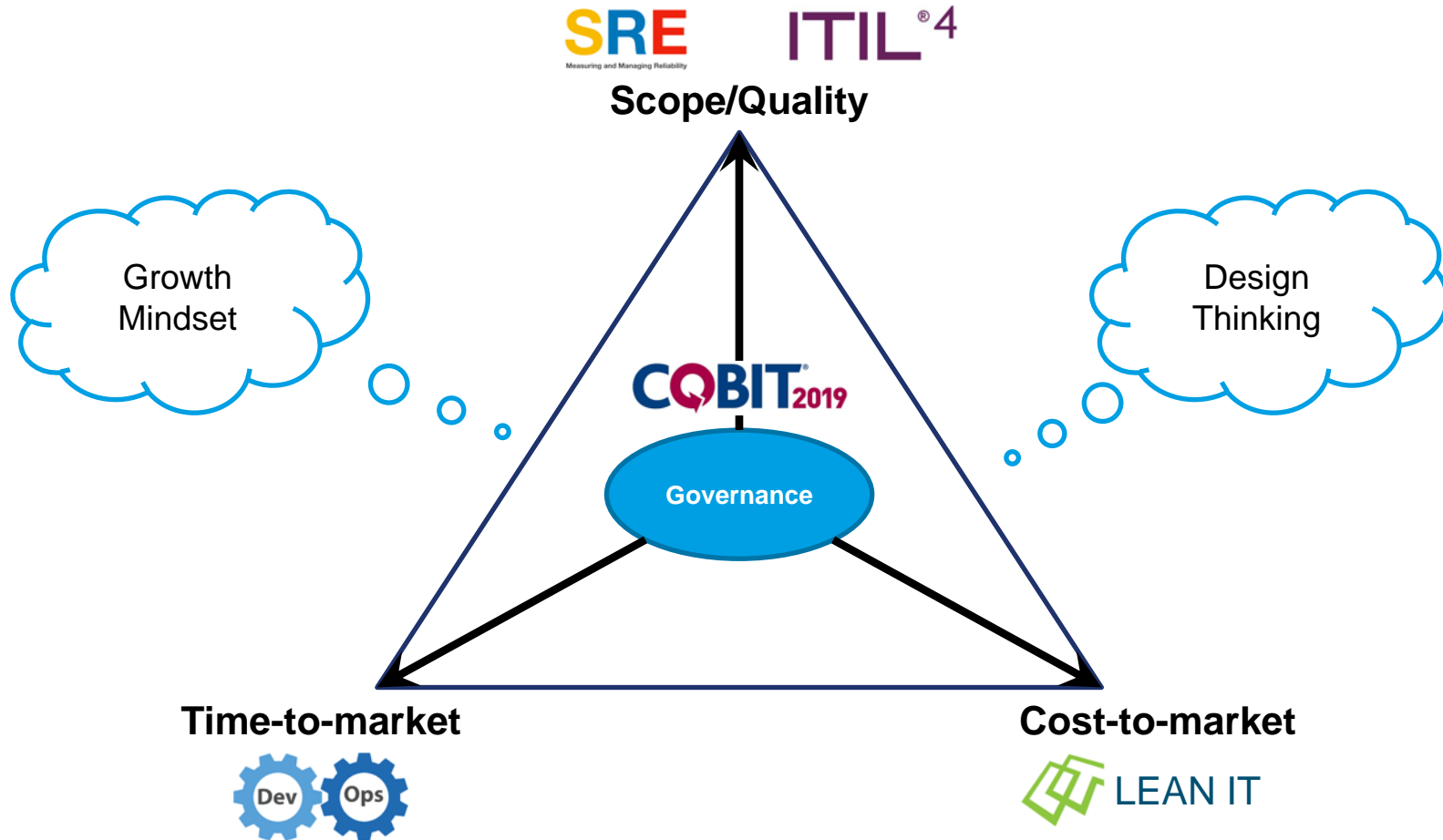




HOW to prepare as a CIO



What to do ...

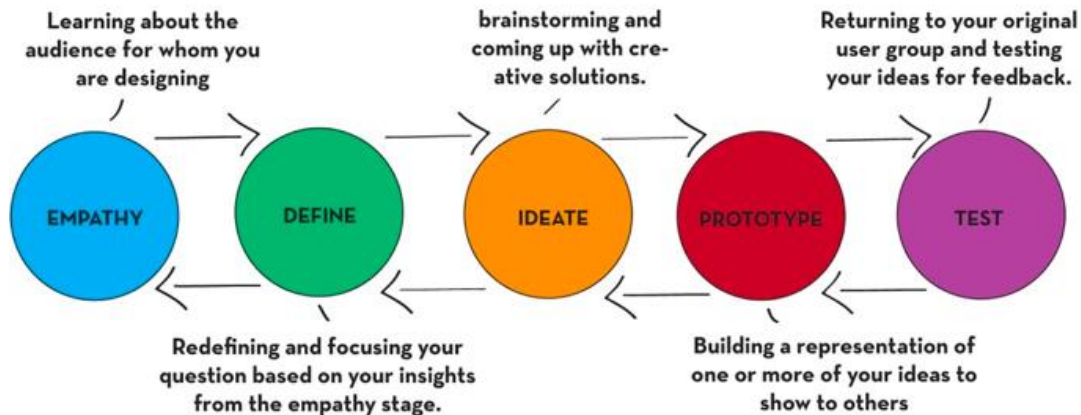


Growth mindset/Infinite game



Design Thinking

Design thinking is a non-linear, iterative process which seeks to understand users, challenge assumptions, redefine problems and create innovative solutions to prototype and test.



“WE SEE SOME FUNDAMENTAL DISCONNECTS BETWEEN BUSINESS GOALS AND TECHNOLOGY INVESTMENTS WHEN COMPANIES START CHASING SHINY OBJECTS.” MELISSA SWIFT, LEADER OF THE DIGITAL ADVISORY UNIT OF KORN FERRY

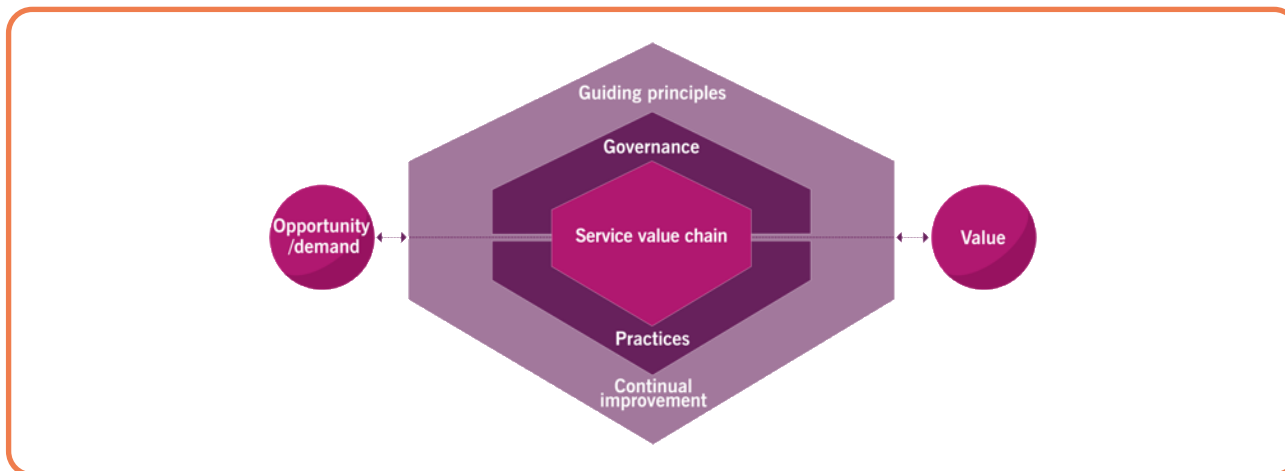
Governance / COBIT 2019

IT Governance is concerned with value delivery from digital transformation and the mitigation of business risk that results from digital transformation.



Operational model / ITIL4

ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.

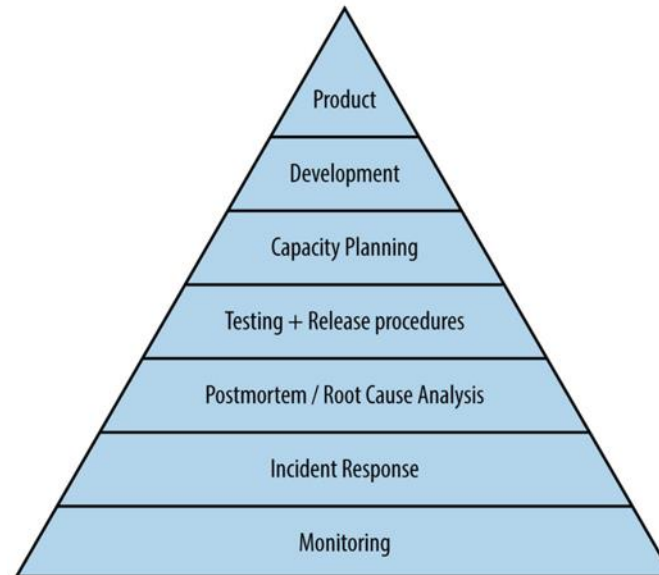


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Operational model / SRE

SRE is “what happens when a software engineer is tasked with what used to be called operations”

Ben Treynor, of Google

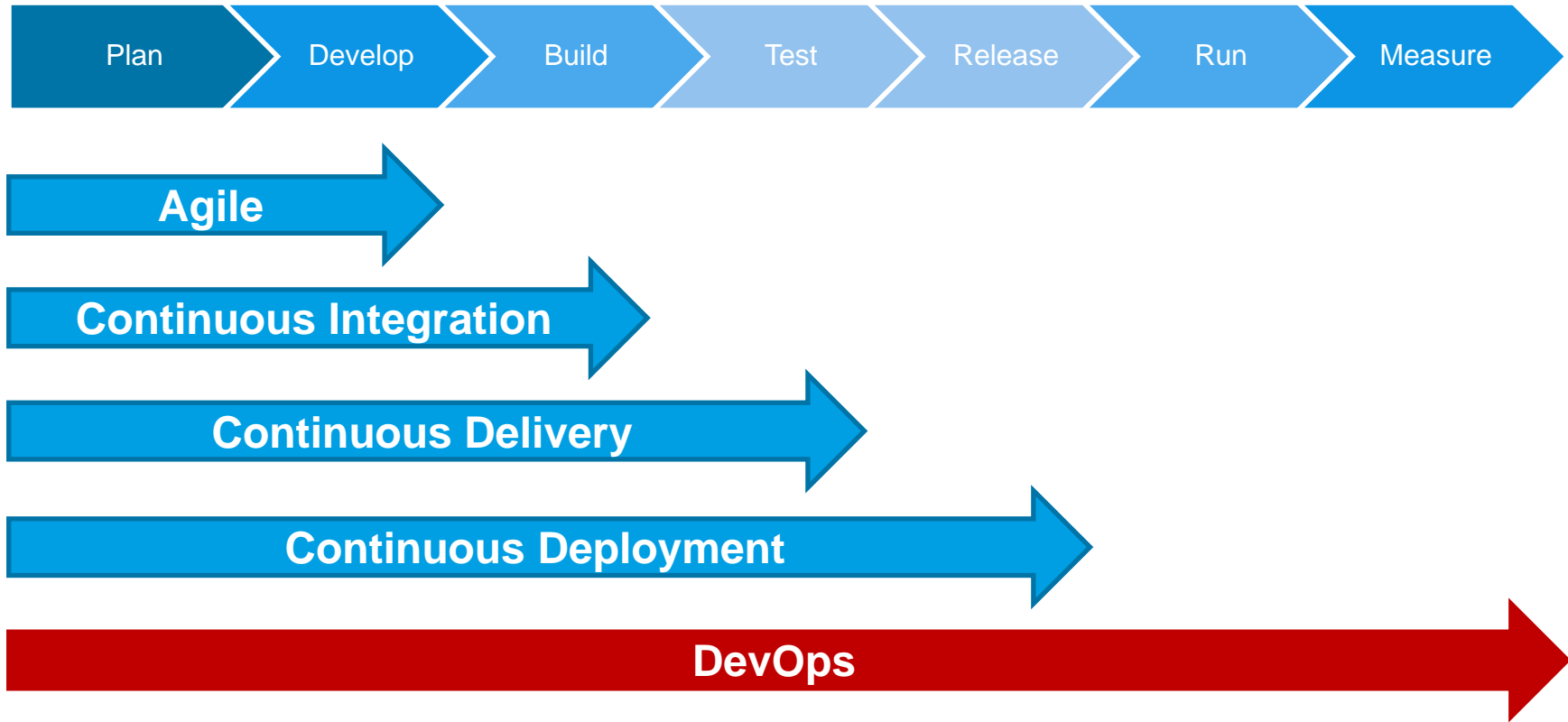


DevOps

DevOps is a CULTURAL and OPERATIONAL model that fosters COLLABORATION to ENABLE high-performance IT to ACHIEVE business goals.

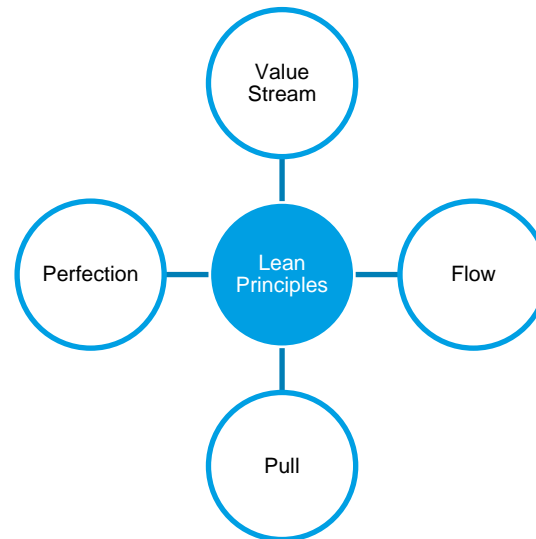
DevOps is an approach how IT can solve specific business problems.

DevOps



LEAN IT

Lean IT is the extension of lean manufacturing and lean services principles to the development and management of information technology products and services. Its goal is to continuously improve the value delivered by IT organizations to their customers and the professionalism of IT people.





WHO
should be leading it



Accountability

“TRANSFORMATION ISN’T JUST A PROJECT. IT’S SOMETHING THAT MUST BECOME A PART OF AN ORGANIZATION’S BEING. THAT MEANS PUTTING A CULTURE IN PLACE SO THAT TRANSFORMATION BECOMES A NATURAL WAY OF WORKING.” GEORGE WESTERMAN, MIT SLOAN

Accountability



Project Manager



Consultant

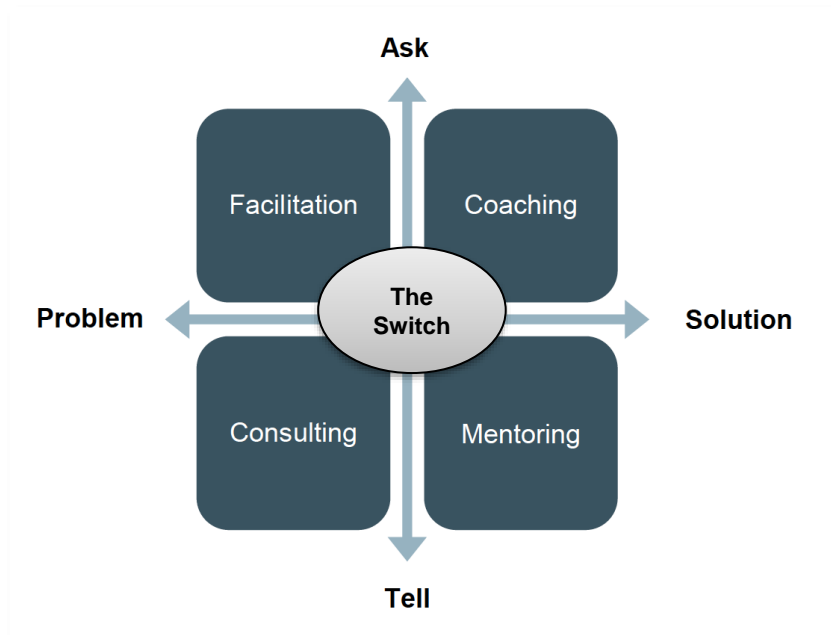


Scrum Master

Accountability



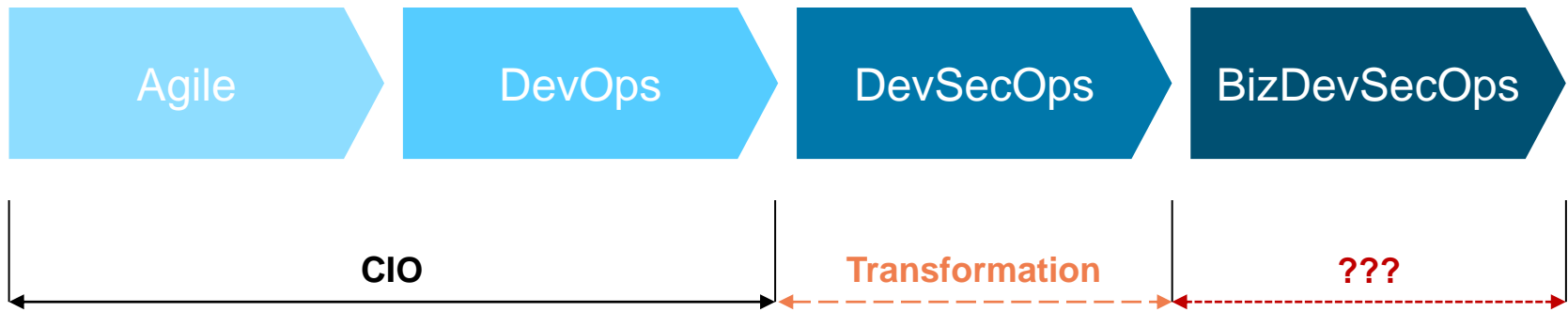
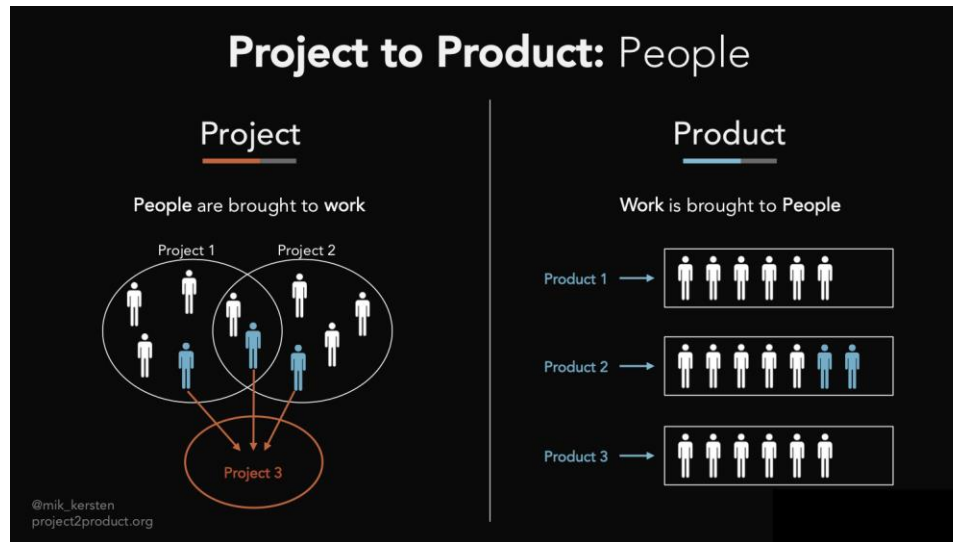
Accountability



Accountability



CIO future



Q & A





Thank you for your attention

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