A CIO’s Perspective on IT

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Outline

- About the Speaker
- What is IT’s Domain
- IT’s Value Proposition
- Enablers/Inhibitors
- Startups
- Case Studies
- Looking Forward
About the Speaker - Brief History

- Account Manager/Professional Services
  - Mainframes – COBOL/4GLs
- Consulting
  - Mainframe, Mini, PCs
- Senior IT Project Manager – Apple/Sun
  - Large deployments
  - Technology
- CIO – Rational/Metricom/Loudcloud/Whoosh
Fundamental Questions

- IT, IS, MIS, DP, CIS - ???
- Why Does IT Exist?
- What Value Does IT Have?
- What is IT’s Scope?
- Does IT Really Matter?
IT Components

- Infrastructure – Data Centers/Servers/Disk/Telephony/PC
- Network – Devices/Connections/Remote Offices
- Middleware – Mail/Directory/Web
- Applications – ERP/CRM/SFA
- Internet – Portal/Data Warehouse/Ecommerce
The web site resides outside the firewall. Clients communicate with it via SSL connection. The web server communicates back to the Oracle database via a TCP socket on a port in the firewall. The web server also communicates to the nameserver via a TCP socket.
IT’s Value Add

- Business Enabler/Partner
- User Empowerment
- Cross-Functional Perspective
- Driver for Business Process & Change
- Customer Service Orientation
- Provider of Technology Infrastructure
Enablers

- Applications Availability
- Technology Improvements
- Help Tools – IT & End User
- Reduced Costs
- Emerging Standards
- Knowledge Base
- People Skills
Inhibitors

- Executive Understanding
- Execution Speed
- User & Vendor Management
- Costs
- Communication
Startup Challenges

- Business Alignment – No Maturity
- Focus – Can Change
- Delivery – Aggressive Timelines
- ROI – Does it Make Sense?
- Staffing – Lack of Resources
- Technology – What to Choose?
- Infrastructure – Little
- Cash
Case Study – Rational SW

- Business – Software Company (Rational Rose, Visual Modeller, Clearcase)
- IT challenges
  - Infrastructure/Team/Limited Budget
  - Growth & Business Integration
- Implementation
  - Resources through Acquisition
  - CRM Implementation
- Results
  - CRM less than Successful
  - Infrastructure Outsourced ($18M - $42M)
Case Study – Metricom

- Business - Nationwide Wireless Internet Network -
- IT Challenges
  - Limited Systems to Support Business
  - Skillsets & Process
  - Engineering
- Implementation
  - RF Design & Deployment Tools
  - OSS – Required for Funding
  - Network Support Systems
- Results
  - Successful Deployments
  - Not Able to Save Company
Case Study – LoudCloud

- Business – Managed Service Provider
- IT Challenges
  - Exploding Growth – People, Locations
  - Matruity
  - Implosion
- Implementation
  - ERP/Data Warehouse/KnowledgeBase
  - Support Systems
  - OSS
- Results
  - Successful Support
  - OSS Not Deployed – Business Sold
Case Study – Whoosh

- Business – Wholesale Broadband Wireless
- IT Challenges
  - Exploding Growth – People, Locations
  - Maturity
  - Implosion
- Implementation
  - ERP/Data Warehouse/KnowledgeBase
  - Support Systems
  - OSS
- Results
  - Successful Support
  - OSS Not Deployed – Business Sold
Future Positives

- Competency – IT & Business
- Technical Capabilities
- Reduced Costs
- IT Recognition
Career Challenges

- Outsourcing - Short Term or Long Term
- Reduced IT Demand
- Competitive Job Market
- Complexity
- Salary Issues