



Is the IT function an endangered species in Ireland?



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Agenda



- Overview of Survey Findings
- View from the Trenches
- Q & A conducted by Paul Hearn, editor of ComputerScope

Methodology



- Third in a series of reports
- Conducted online during December 2010 and January 2011
- IT contacts within 580 enterprise organisations and public sector bodies invited to participate
- 13 per cent response rate, representing 78 organisations in total
- Five Areas of Exploration
 - Status of the IT Function
 - IT Governance and Compliance
 - IT Decision-Making
 - IT Operations
 - IT Talent Management

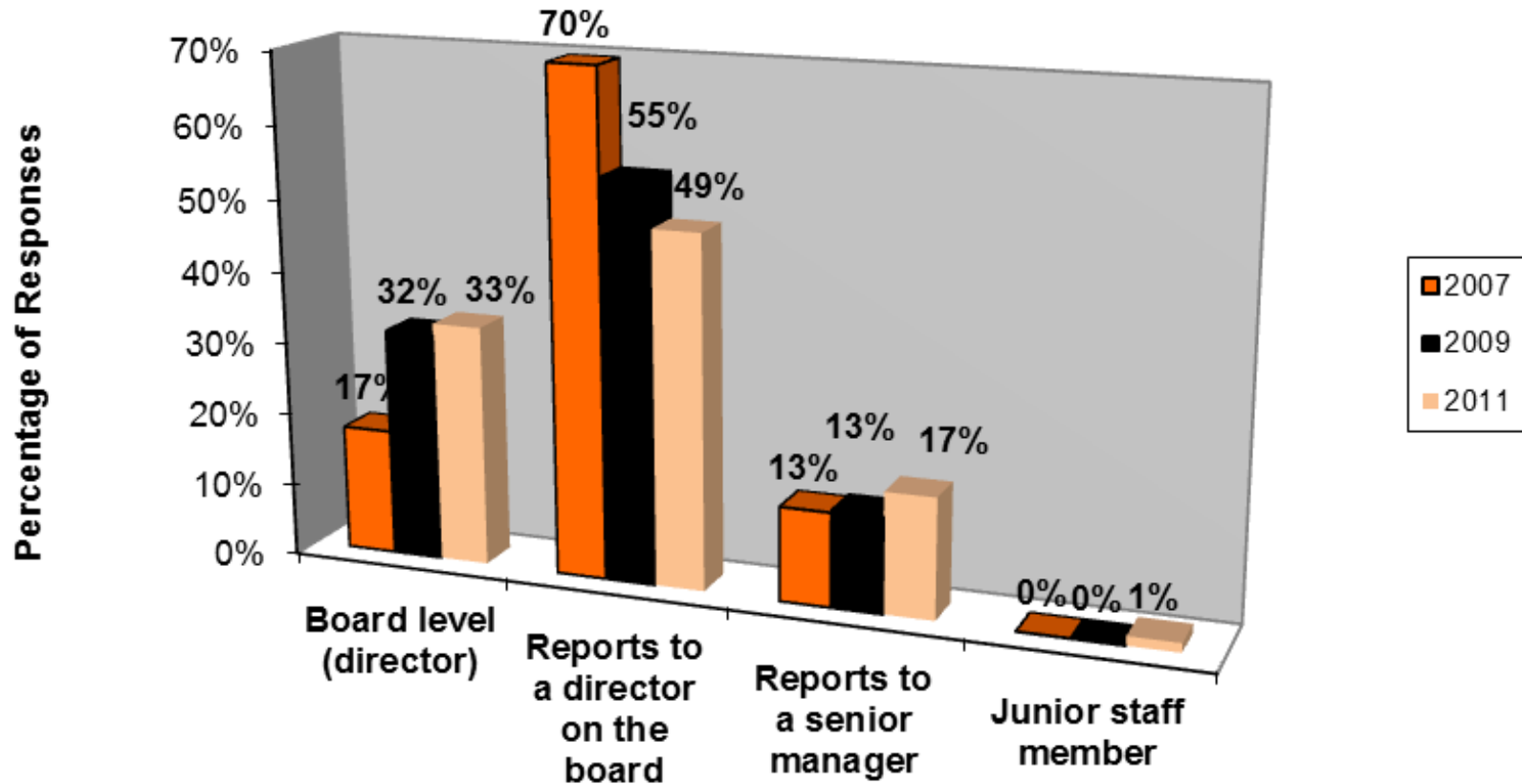
Headline Results



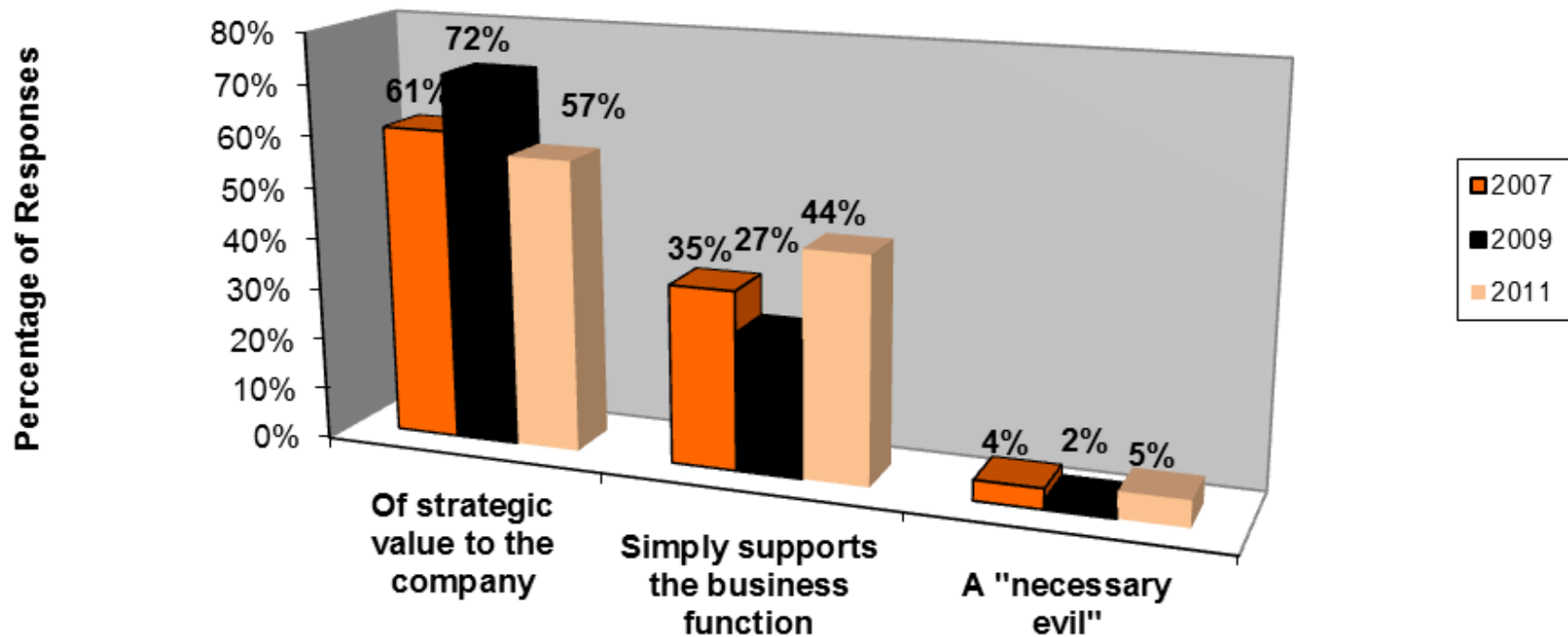
Technology still at the centre (and always will be) but....

- IT boardroom membership has ground to a halt
- Increasing perception of IT as a utility and not a strategic engine of business change
- Complete lack of focus on measuring IT return on investment
- Improvements in IT governance and compliance
- More holistic and cross-departmental IT decision-making
- Continued efforts to add new IT services despite budget cuts

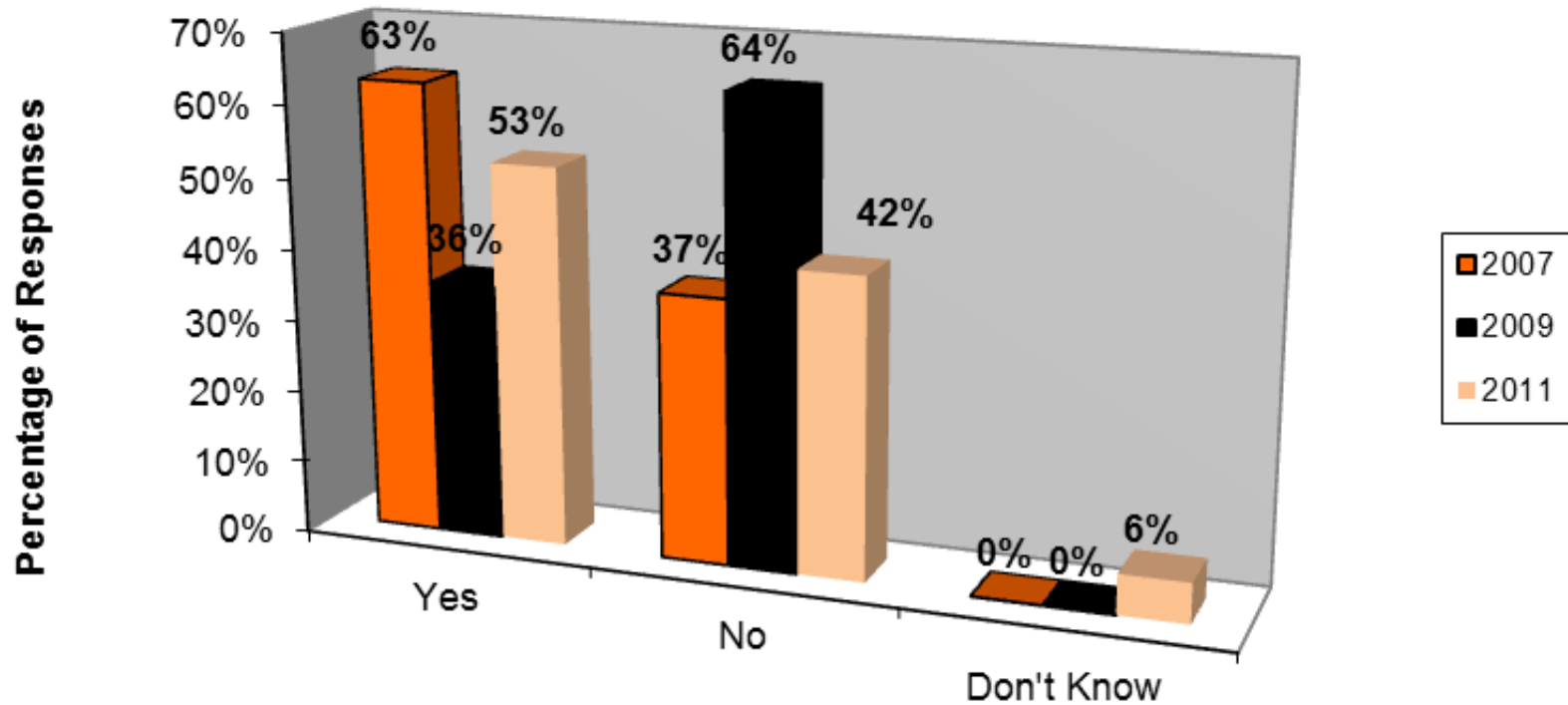
Most Senior IT Person



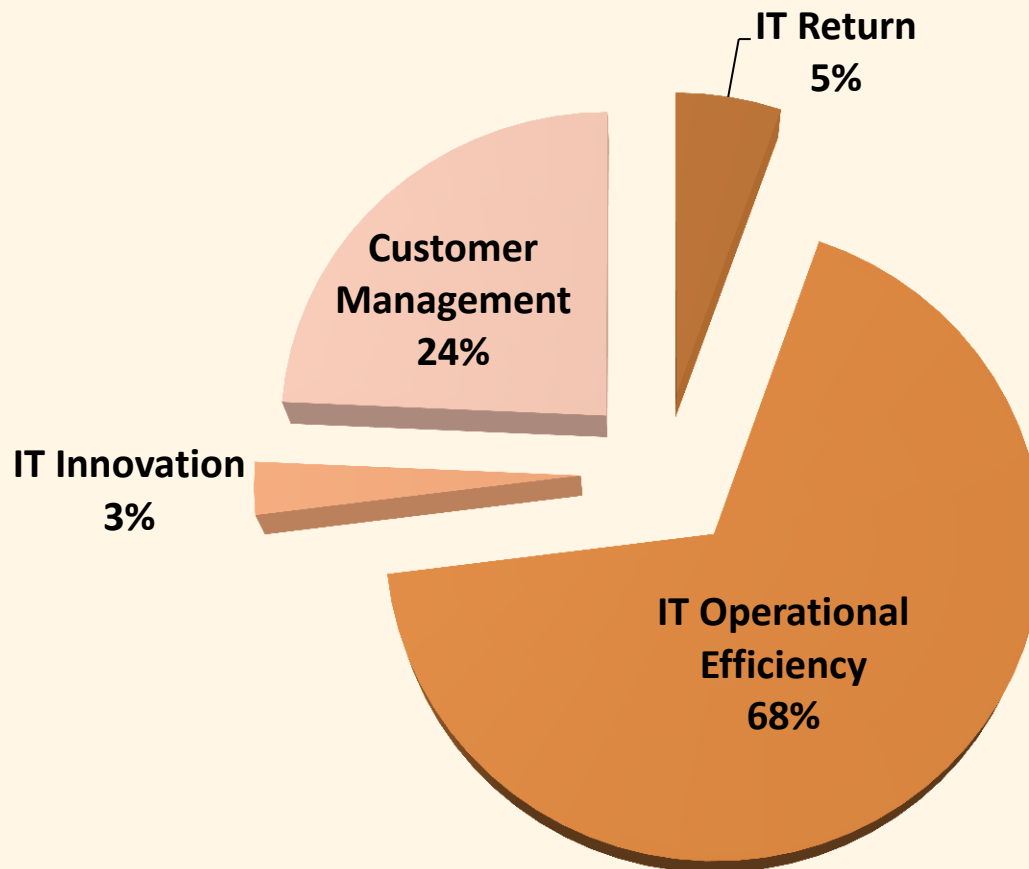
Status of the IT Function



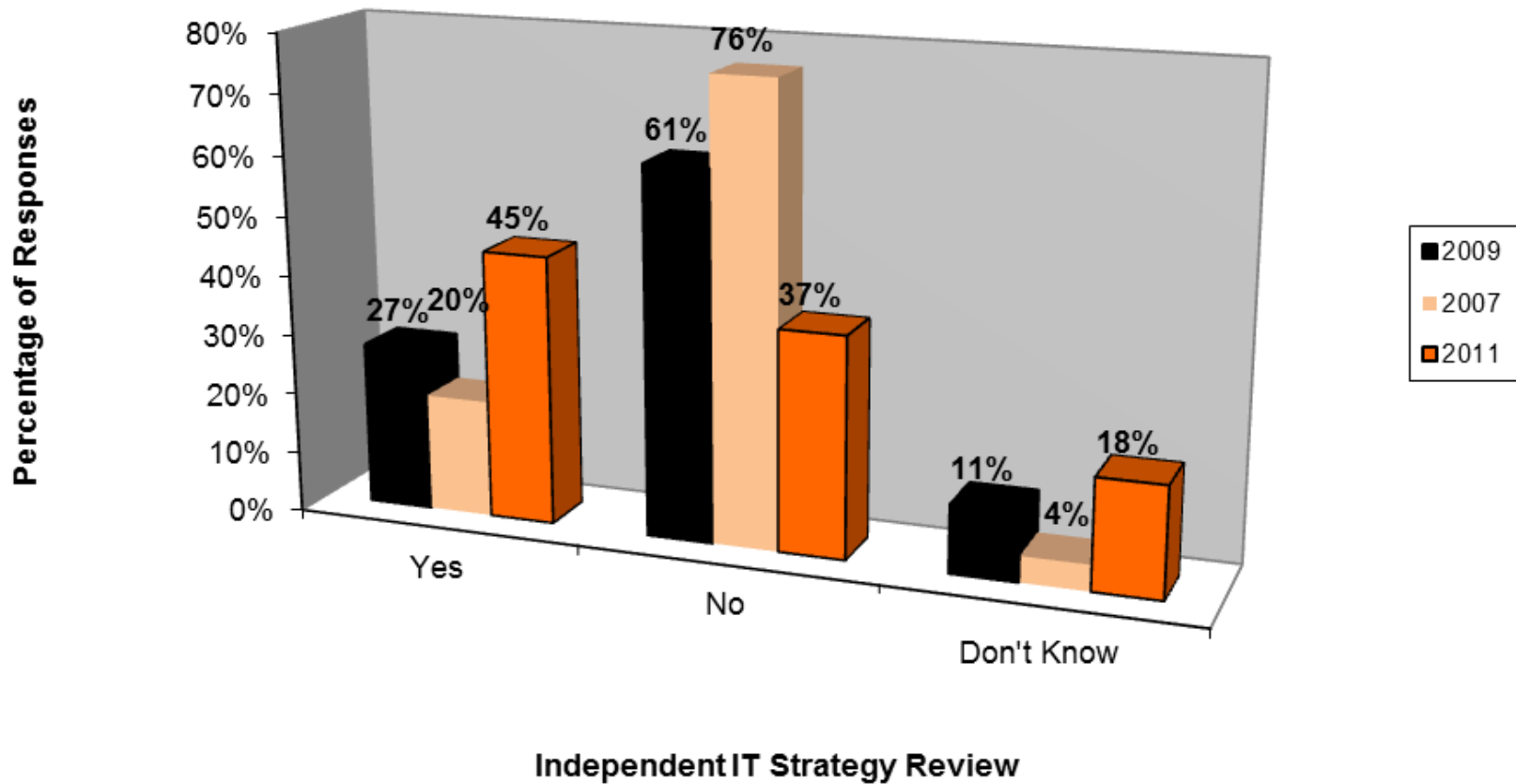
Existence of Formal IT Metrics



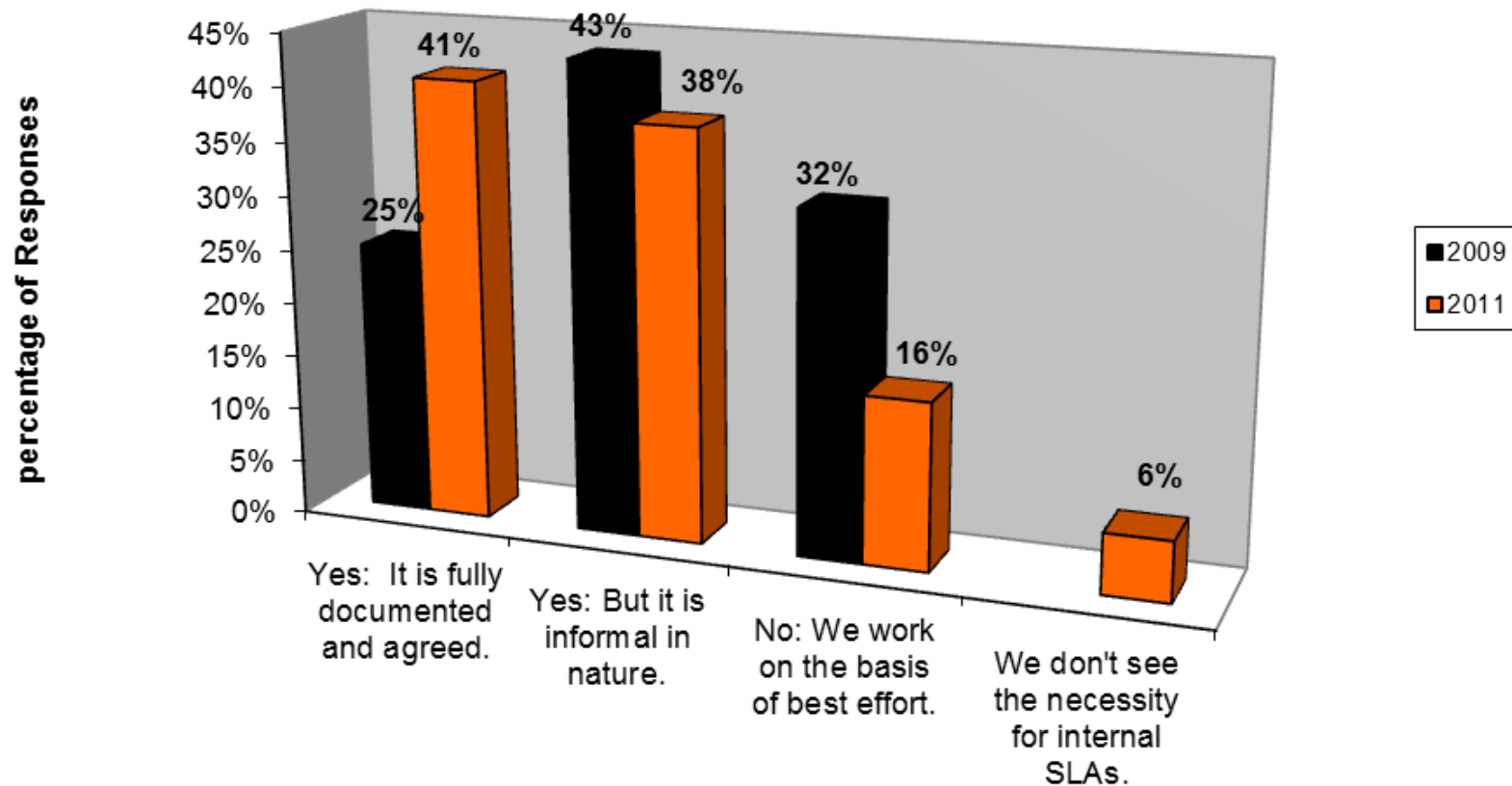
Actual IT Metrics



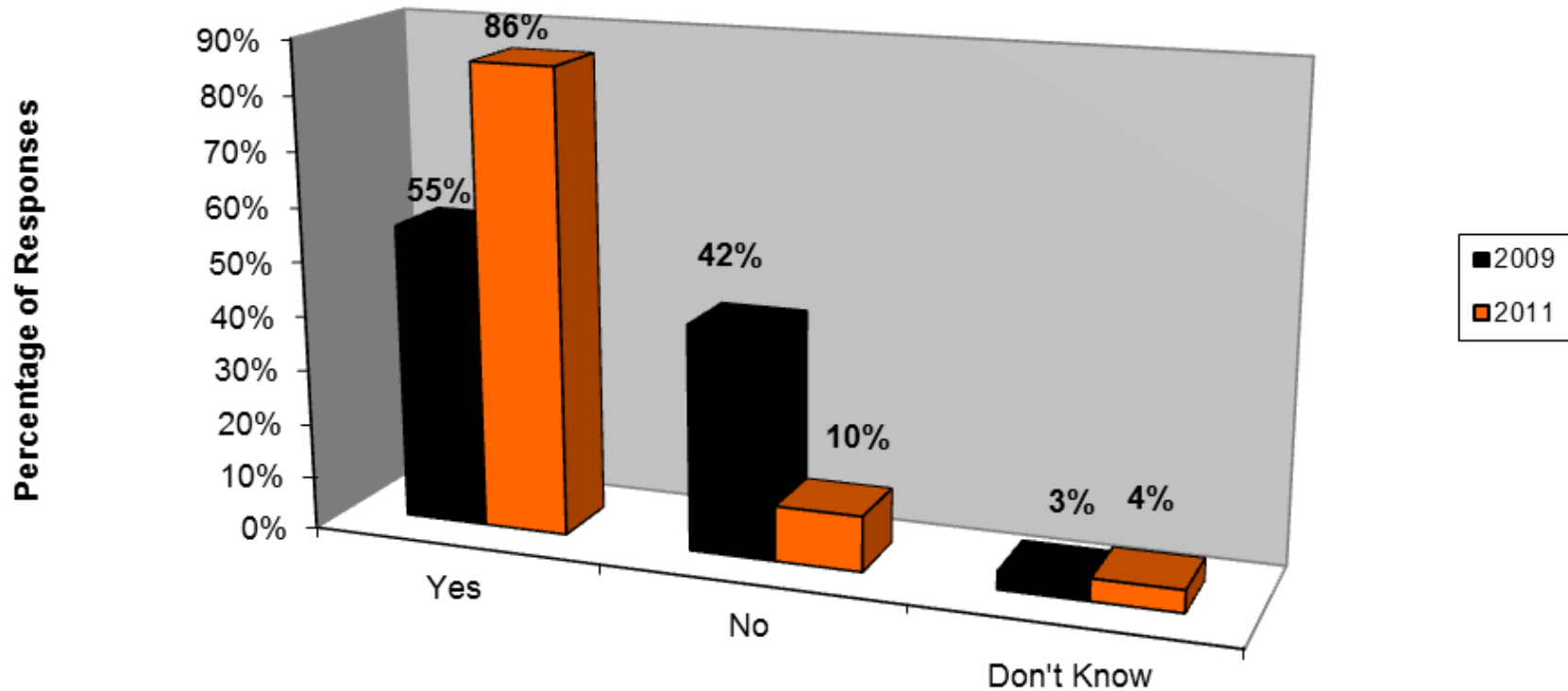
Independent IT Strategy Review



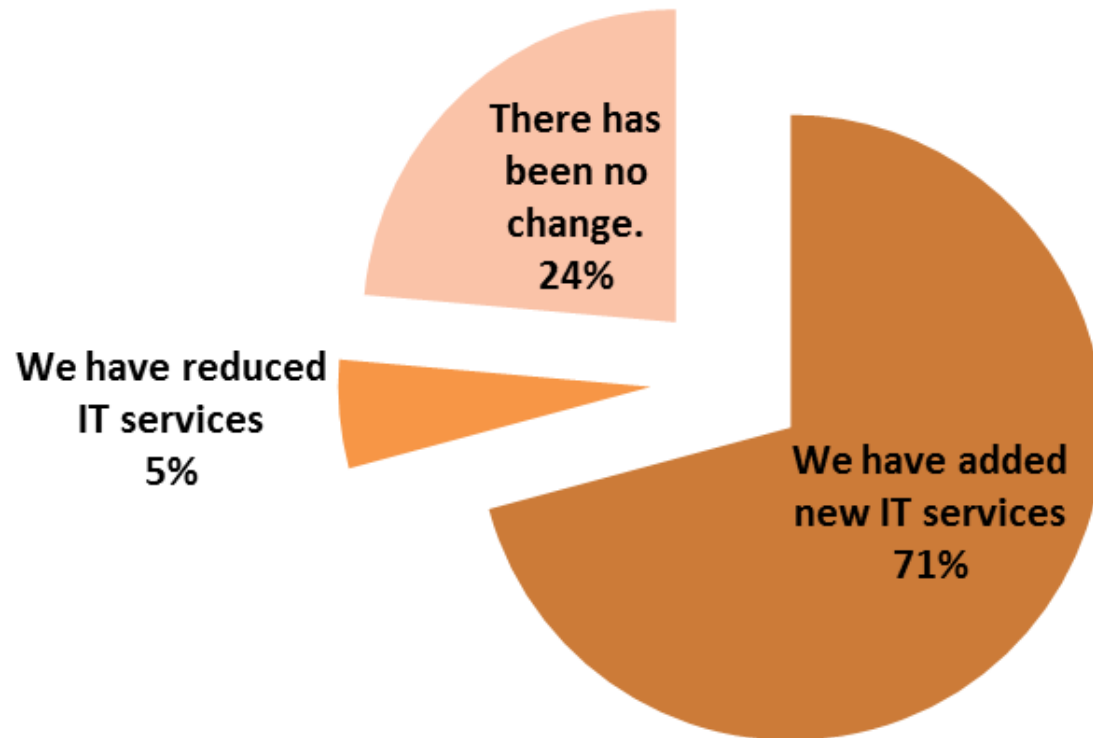
Existence of SLAs



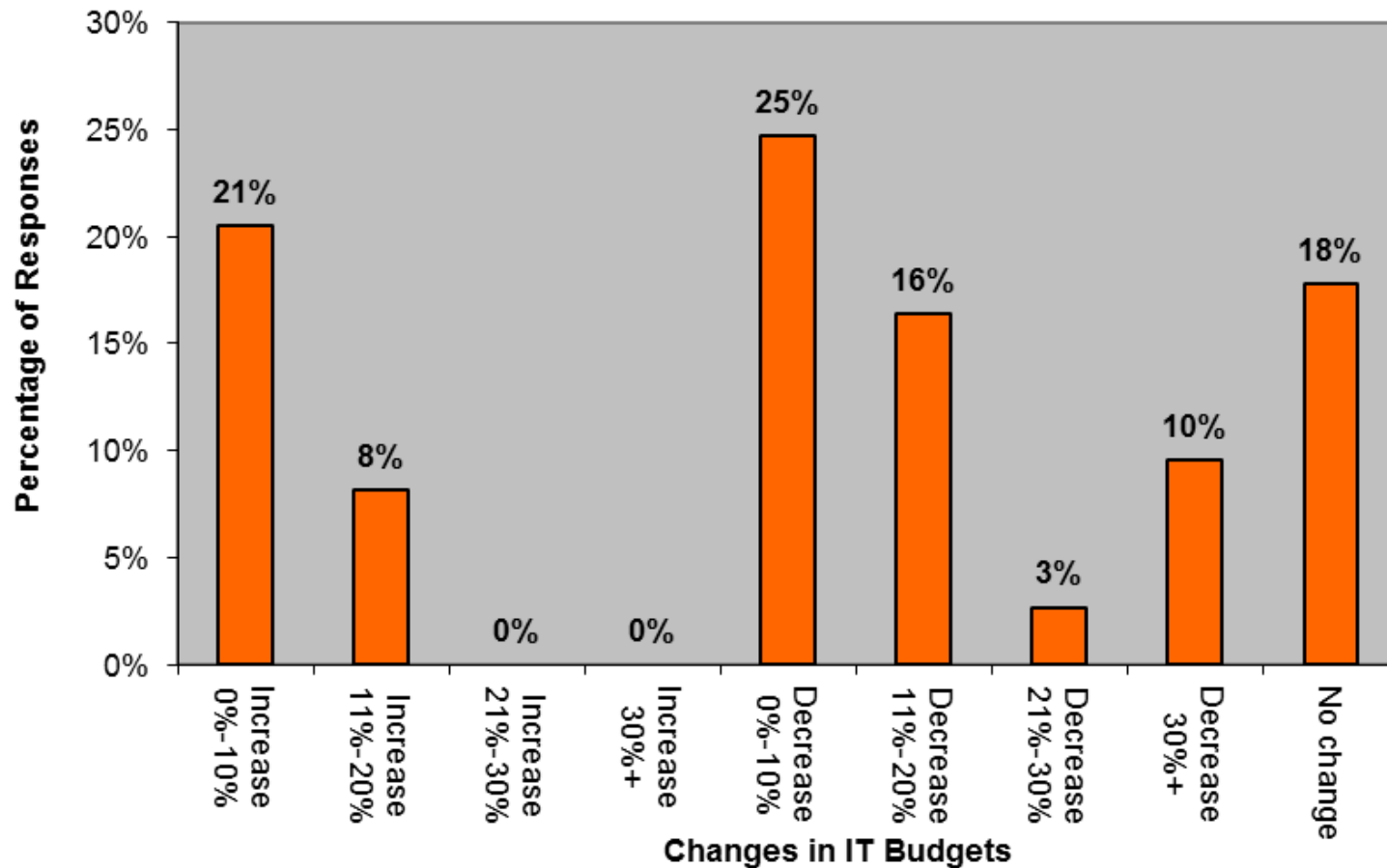
Representation of all Business Functions in IT Decision-making



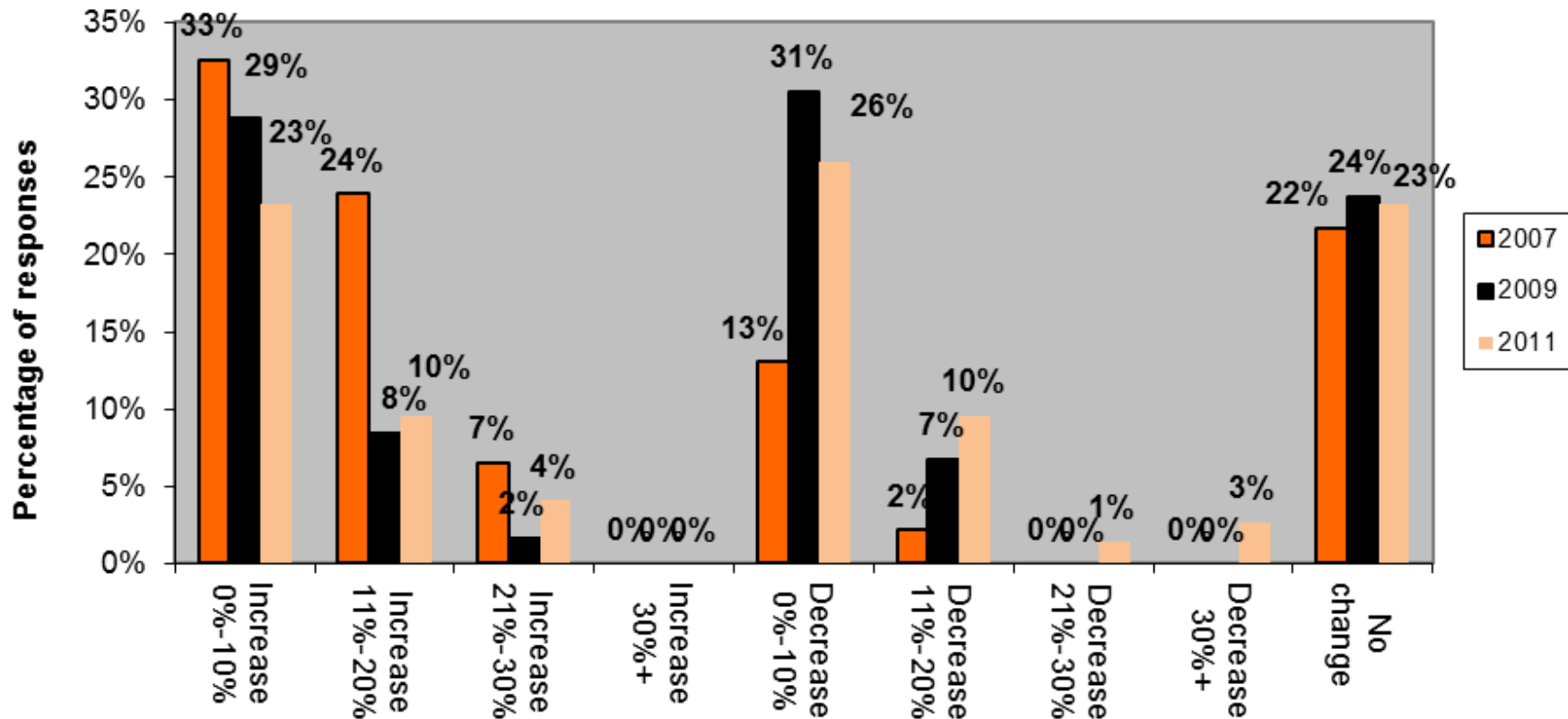
Changes in IT Service Portfolio



Budgets in Previous 12 Months



Forecasted IT Budgets



View from the Trenches

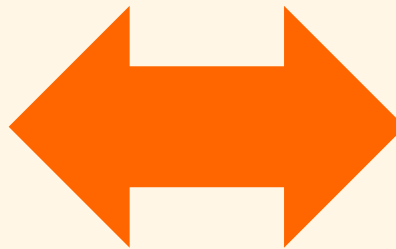


- IT organisations remain under significant pressure
 - More focus from business on cost & more measurement
 - Less staff & smaller budgets
 - More projects, more use of contractors, more regulation in some sectors
- Challenge of the utility view of IT is a very big one
- CIO remains a very challenging role and the need to market IT and demonstrate value is critical

Q & A



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