Hard earned lessons from the Cloud

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Our Goals:

Challenge you...
... to rethink the implications of cloud computing

Provoke you...
... to think beyond the status quo

Inform you...
... of what we’re seeing as we move forward

Learn from you...
... by asking questions
It’s a BYOA kind of world.
Bring Your Own Applications

Consumers are more and more in control

IT decisions are increasingly being made by non-IT professionals

Big, long software selection processes are a thing of the past
If no one follows, are we leading?
In this rapid consumer-driven world, we can't lead with our business as usual approach, but, we can lead in a **new** way...

- Partnering
- Inspiring
- Coaching
- Brokering
- Enabling
Slow central IT ...

... means no central IT

Be on the train, or under it.
Concept to delivery must be faster than ever in a cloud world

You need to learn to move at the “speed of cloud”

A great but slow implementation is an unsuccessful implementation
If you can’t take risks...
... end users will do it for you
Users take risks… often without even realizing it

No longer is risk managed through a single central decision / contract

We don’t have to be reckless, but we have to rethink how we look at and manage risk
On-premise systems are too risky
Cloud providers’ survival depends on a rock solid security posture.

They’re bigger targets, but they also make bigger security investments.

Your IT security officer may soon be leading the charge to the cloud!
Big vendors rock!
Big vendors suck!
Big vendors offer stability. Also deep pockets for innovation... though not always in the direction we need

Small vendors are nimble, and will actually listen to higher education.

Mastery of vendor management has become a critical IT skill
Candlestick Makers usually don’t invent lightbulbs
Transformative changes rarely come from someone immersed in operations.

It's hard to see over the horizon when you're in the weeds.

Liberate your change leaders so they can focus on change.
You need to be more flexible than your SaaS provider
Customization creates lock-in, "version-freeze", and raises the cost of updates.

Alter your business processes not the SaaS app.

The days of customization are coming to an end.
Watch your wake!
Cloud adoption, like any change, disrupts lives of real people.

Find ways to support those affected by your transformation efforts.

Help people work outside their comfort zones, but keep it out of their fear zone.
Experience can be a boat anchor
Deconstruct habitual thinking that’s based on old paradigms

Old: "What problem are we trying to solve?"
New: "What new opportunity does this present?"

Most of what we have learned about procurement, risk management, project management, financial models and staffing is changing
Don’t fight redundancy and don’t fight redundancy.
Cloud makes duplication more affordable

Feature overlap from our perspective is micro-specialization from the end-user perspective

Sometimes duplication is bad, but it isn’t bad as a principle
Welcome to the Hotel California...

...You can check-in any time you want, but you can never leave
Make an “exit strategy” part of the selection and on-boarding process.

Getting your data isn’t hard, getting your meta data is.

Architect to control key integration points, to minimize lock-in.
Questions ?
Rotten Tomatoes?