

Extracting Value from IT

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IT in the Gas Industry

- Optimizing capital asset utilization
 - Visualization and analytics for exploration
 - Managing capital project development
 - Real-time production and distribution monitoring
- Maximizing workforce productivity
 - Enabling analysis and insight
 - Facilitating cross-team, organization, and company collaboration
 - Capturing and disseminating skilled labor knowledge

Global, Information-based Economy

*One World
of Business*



*Always On,
Always Connected*



People

*Workforce
Evolution*



*Transparent
Organizations*



New World of Work

One World of Business

Increasing importance of cross company teaming



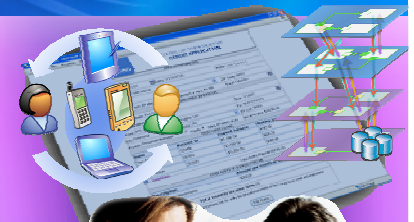
*Working
Integrated
together
Communications
in Real Time*



*Keeping Global
Teams in Sync*



*Sharing
Information
Collaborative
Portals
organizations*



*Contextual
Process-centric
Presence
Collaboration
& Identity*



People

Working Across Boundaries

Working Across Boundaries

Contents

File Edit View Format Options Help Workspaces

South Asian Tsunami Virtual Emergency Operations Center

[Browse the [Reference Library](#) space]
[Enter the [GIS Mapping](#) space]

Help	Technical support, Q&A, FAQs, requests & suggestions
Files	Synchronizing files, co-editing documents, & co-presenting slides
Chat	Chat client (right side of window) using text, ink, & push-to-talk VOIP
Discussion	Threaded discussions on the disaster relief effort
Index	A searchable index of this space, the Library space, & the GIS space.
Contacts	A comprehensive database of subject matter experts
News	Up-to-date news drawn from a variety of sources
SITREPS & Updates	SITREPS & updates selected by a distributed team
News Feeds	Online news aggregators updated hourly
i. Indonesia	Automated news feed on relief efforts in Indonesia
ii. Sri Lanka	Automated news feed on relief efforts in Sri Lanka
iii. India	Automated news feed on relief efforts in India
iv. Thailand	Automated news feed on relief efforts in Thailand
v. Disease	Automated news feed monitoring tsunami-related outbreaks

Workspace Members

In Workspace

- Yancey Smith/Microsoft
- Deborah Bernsen-Strong Angel

Online

- Andy Swarbrick/PopG
- Avis Webster
- Charles Zumbro
- CPT Brad Miller/47th MED BN (...)
- Enver Cordido
- Gay Mathews/Strong Angel
- Hugh Pyle/Groove
- Jeff Lopes/Groove
- Jeff Raikes
- Joachim Schmitz/UNDSS
- John Black/Groove
- Joshua Mahoney/Groove
- K.C. Bolton (Personal)
- Matthew Durkin/CPA
- Michael Helfrich/BlueforceDev
- Nick Daisley/PopG
- Nigel Snoad - Bondi Institute
- Philip Lawrence/Groove
- Sanjana - Info Share
- Scott Silvasy/Groove

Invite to Workspace: More
-Enter name or email- Go

Chat

Common Tasks

- View By
- Suppress All Alerts
- Set Roles
- Send Message to Members

Co... Help Files Discussion Index Con... News Logistics Assess...

Always On, Always Connected

People and information connected, now what?



*Findings
People*



*Broadcasting
Information*



*Information
Overload*



*Business
Information
"Underload"
Management*

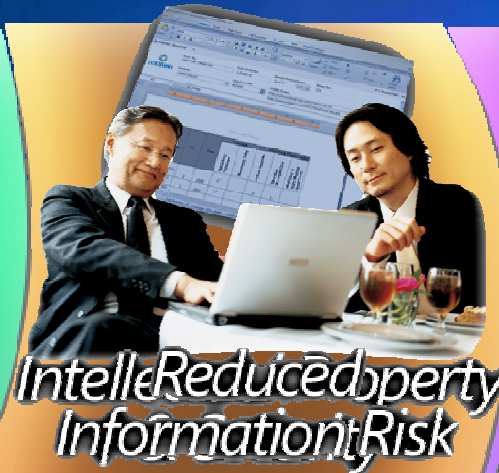


People

Streamlined Access to Information

Transparent Organizations

Increasing scrutiny and "flattening" causing challenges



Controlling Content & Process

Workforce Evolution

Netgen, Baby Boomers, Globalization



*Time & Task
Prioritization
Management*



*Consuming
Data & Visual
Information*



*High Impact
Content*



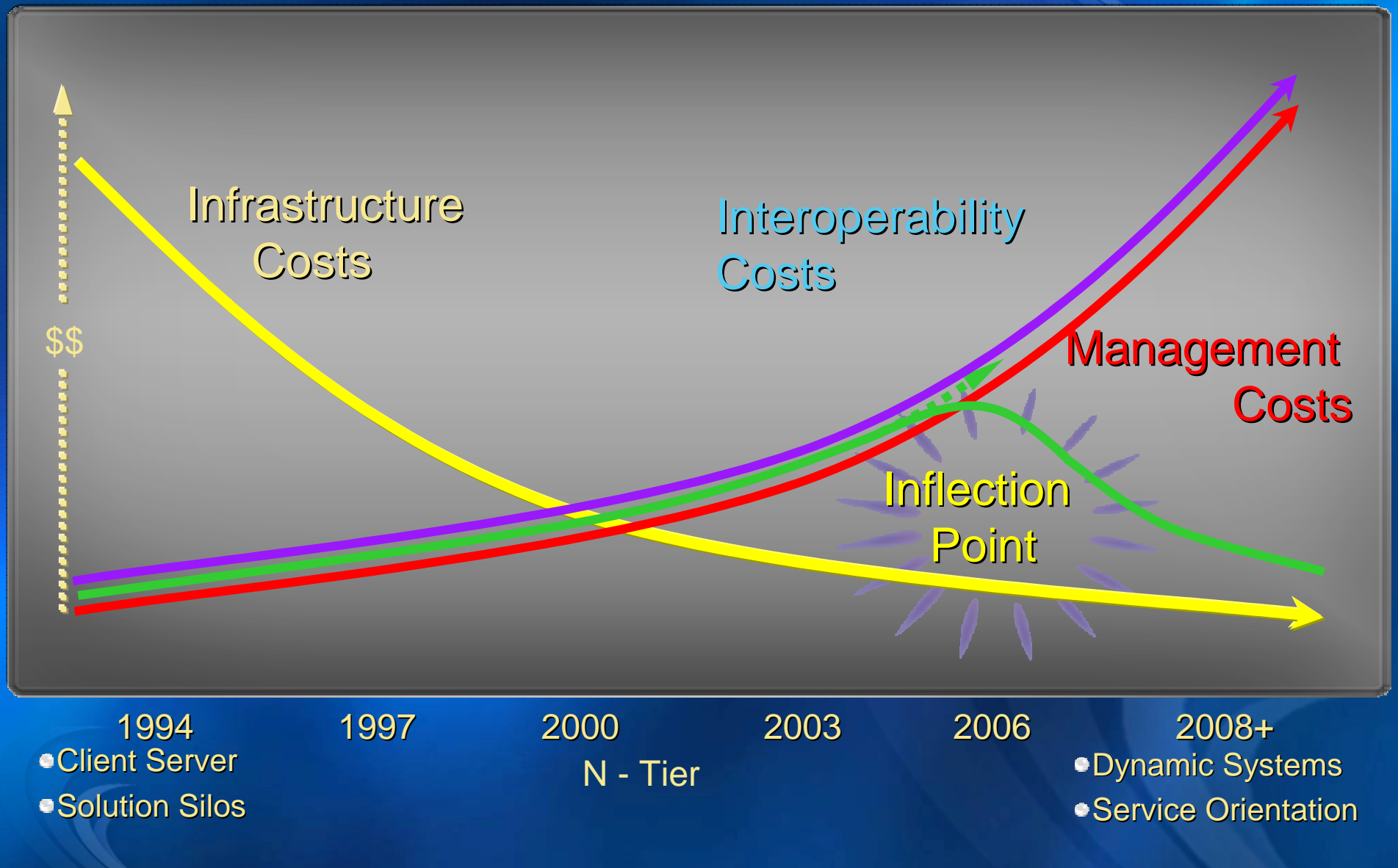
*Usability
Investments*



People

Better Results, Faster

What's Getting in the Way?



IT Complexity



Source: Accenture I.T. Spending Survey

The Challenge - In Plain Terms

Governance

- ☺ Competing needs of many diverse stakeholders
- ☺ More demands than capacity
- ☺ Everyone is an IT expert

Architecture

- ☺ Rapidly increasing systems complexity
- ☺ Delivering new services increases complexity
- ☺ Operations and maintenance budget growing

Procurement

- ☺ Severe budget and cost control pressures
- ☺ Procurement cycles not responsive to business

The GAP Principles

Governance

1. *IT is a service provider to the business* - Business units and information technology organizations need to be intimately linked through managed engagement processes.
2. *The Chief Information Officer (CIO) requires real authority* - CIOs need effective authority to mandate architecture standards across organizational boundaries.

Architecture

3. *“Good Architecture” demands abstraction* – Good architecture based on XML and underlying open internet standards abstract underlying complexities, maximise flexibility and improve speed of delivery of new services.

Procurement

4. *Architecture is the foundation* - A long term strategic model is required for core architecture procurement
5. *Service orientation in architecture enables flexibility* – Shorter term tactical models can be used to procure from smaller, local or specialized suppliers
6. *Service Level Agreements alone do not guarantee success* – Good governance and architecture are required to enable flexible outsourcing

The Present

Leading Companies Today

- Architecture
 - Abstraction and Service Orientation
 - The Web as “Fabric”
- Governance
 - Federal
 - Architectural “Hegemony”
- Procurement
 - “Strategic Partnership” => Standardisation
 - The rise of shared service models

Infrastructure Optimization Model



* Based on the Gartner IT Maturity Model

What is the Destination?

Dynamic Systems will result in reduced costs, improved reliability, and increased responsiveness across the entire IT life cycle



Faster, more efficient development resulting in IT systems that are Designed for Operations

Responsive, policy-driven IT systems that are self managing, reliable and cost effective

SLAs that are met or exceeded resulting in satisfied business units and productive end users

Technology View of Model



People, Process and Technology

identify where you are

identify where you want to be

Basic

Standardized

Rationalized

Dynamic

- IT staff swamped by fire-fighting and operational challenges

- IT Staff trained in best practices such as MOF, ITIL, etc.

- IT Staff manages an efficient, controlled environment

- IT is a strategic asset
- Users look to IT as a valued partner to enable new business initiatives

- Users expect basic services from IT

- Users have tools they need, high availability, & access to information

- IT processes undefined with low central control

- Central Admin & config of security
- Standard desktop images defined, not adopted company-wide

- SLA's are linked to business objectives
- Clearly defined and enforced images, security, best practices (MOF, ITIL)

- Self assessing & continuous improvement
- Information easily & securely accessed from anywhere on Internet

- Patch status of desktops is unknown
- No unified directory for access management

- Multiple directories for authentication
- Limited automated s/w distribution

- Automated identity and access management
- Automated system management

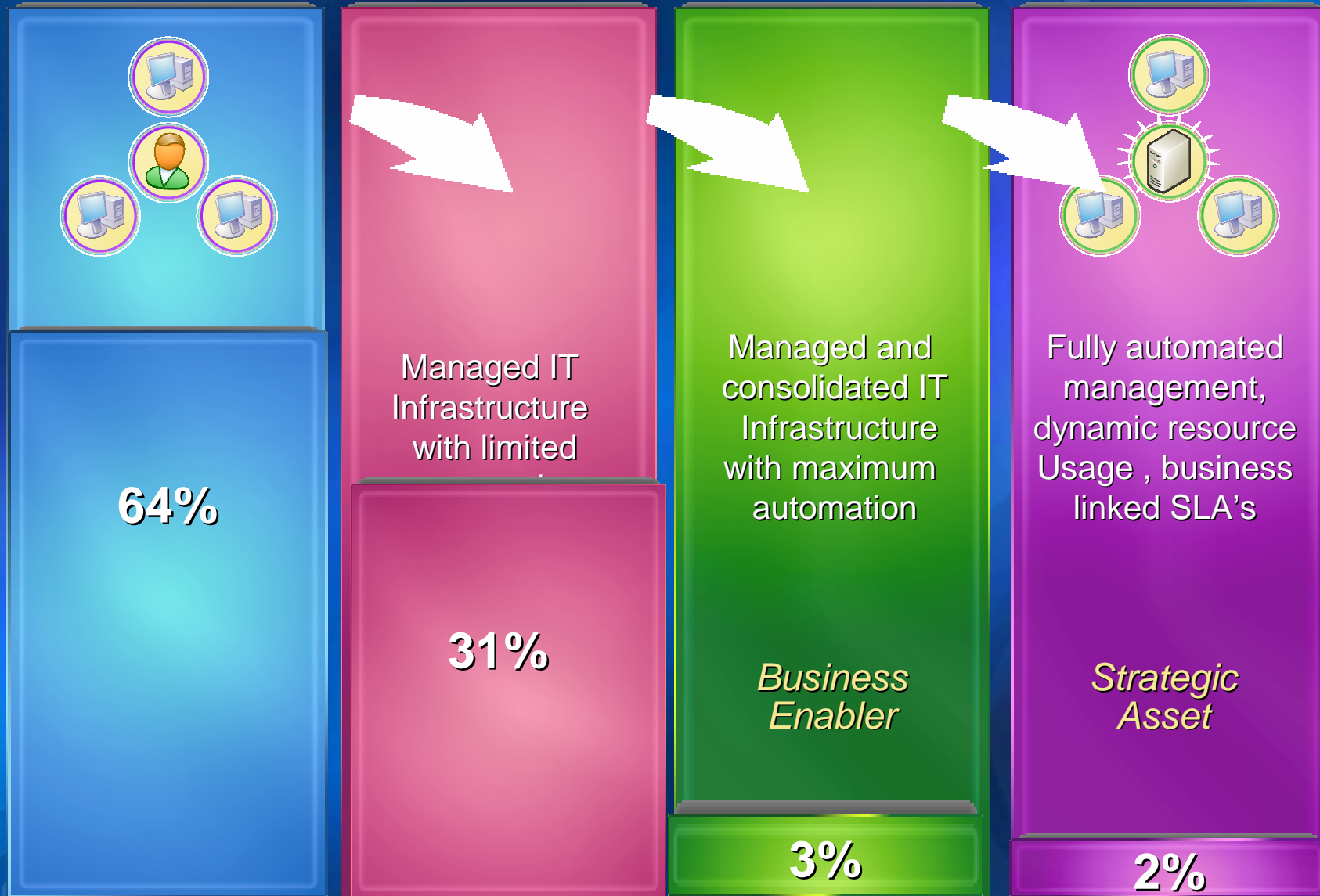
- Self provisioning and quarantine capable systems ensure compliance & high availability

people

process

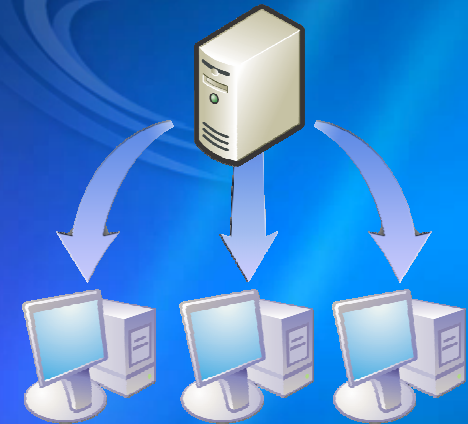
technology

Global Customers – July 2005



Infrastructure Optimization

- Identify where you are in the Infrastructure Optimization Model
- Identify highest impact options
- Identify biggest challenges
- Build a plan that maps to your business and IT priorities
- Work with your Microsoft team and /or Partner to help you



“Microsoft can help plan, build and execute the journey to Infrastructure Optimization”

Trends Driving the Future...

- Unlimited computational capacity
 - To most approximations
 - Hundreds of processing cores per machine
- Multi-terabyte local storage
- Ubiquitous, seamless, multi-modal network infrastructure
- 64bit processing on milliwatts of power

Implications...

- ☺ Enabling the adaptive, realtime enterprise
 - ☺ Self configuring, self managing, virtualized IT infrastructures
 - ☺ Realtime access to operational data and analysis
 - ☺ Network based decision making
 - ☺ Peta-flop desk side computing capacity
- ☺ Smart energy management
 - ☺ Ubiquitous „Inteligent“, connected, household devices and sensor networks
 - ☺ Constraint based, personal energy consumption management

Microsoft`s Commitment

- Delivering the tools to help maximize staff productivity and contribution
- A clear focus on delivering secure, reliable and effective infrastructure solutions
- Accelerated R&D investments to help our customer`s exploit future opportunities

The image features a blue gradient background with abstract, swirling patterns. A central, irregularly shaped white area, resembling a piece of torn paper, contains the Microsoft logo and slogan. The logo is in a bold, italicized sans-serif font, and the slogan is in a similar italicized font below it.

Microsoft®

Your potential. Our passion.™

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