

**BusinessConnect and SolutionsConnect**

It's time to make bold moves.

**SHINE THE LIGHT ON  
YOUR SHADOW IT**



## Definition : Shadow IT

**Technology** used by individual employees or departments for business purposes who's use has **not been approved or sanctioned** by the IT department



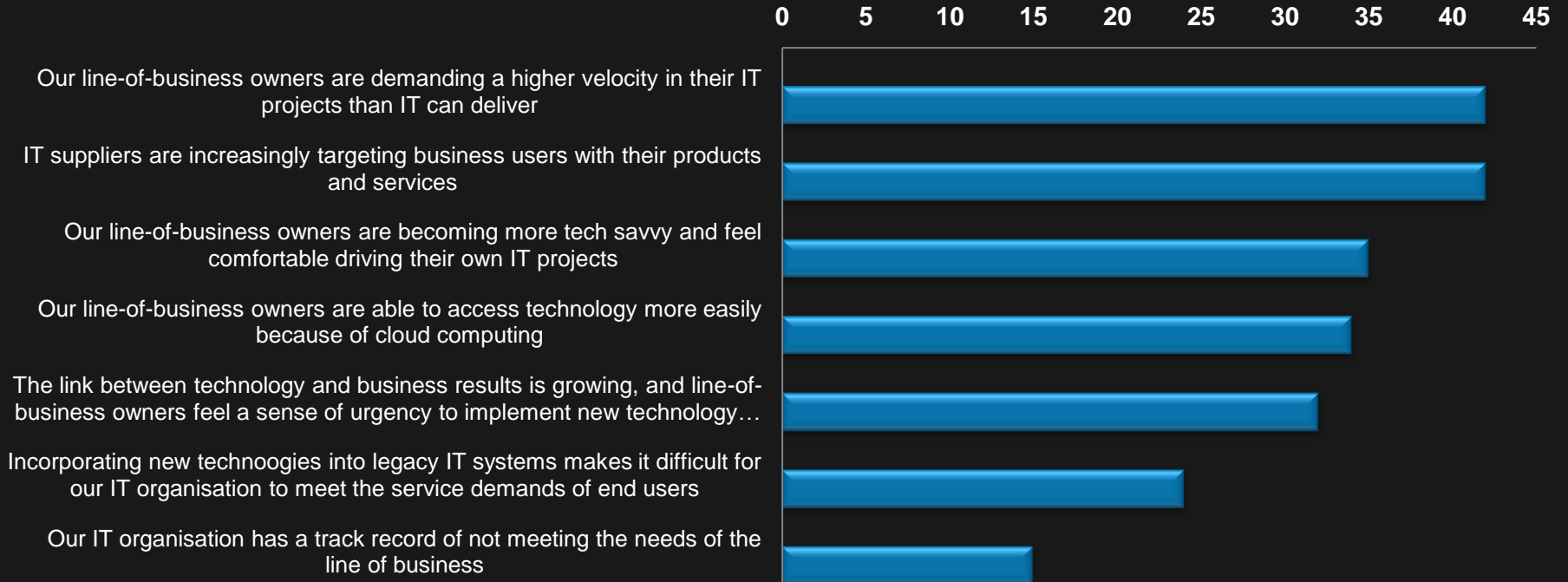
## Definition : Shadow IT

- Not limited to Apps / websites
- Departments within companies are building applications using 3rd party developers and 3rd party environments such as Softlayer
- Composable environments, like BlueMix will accelerate adoption rates

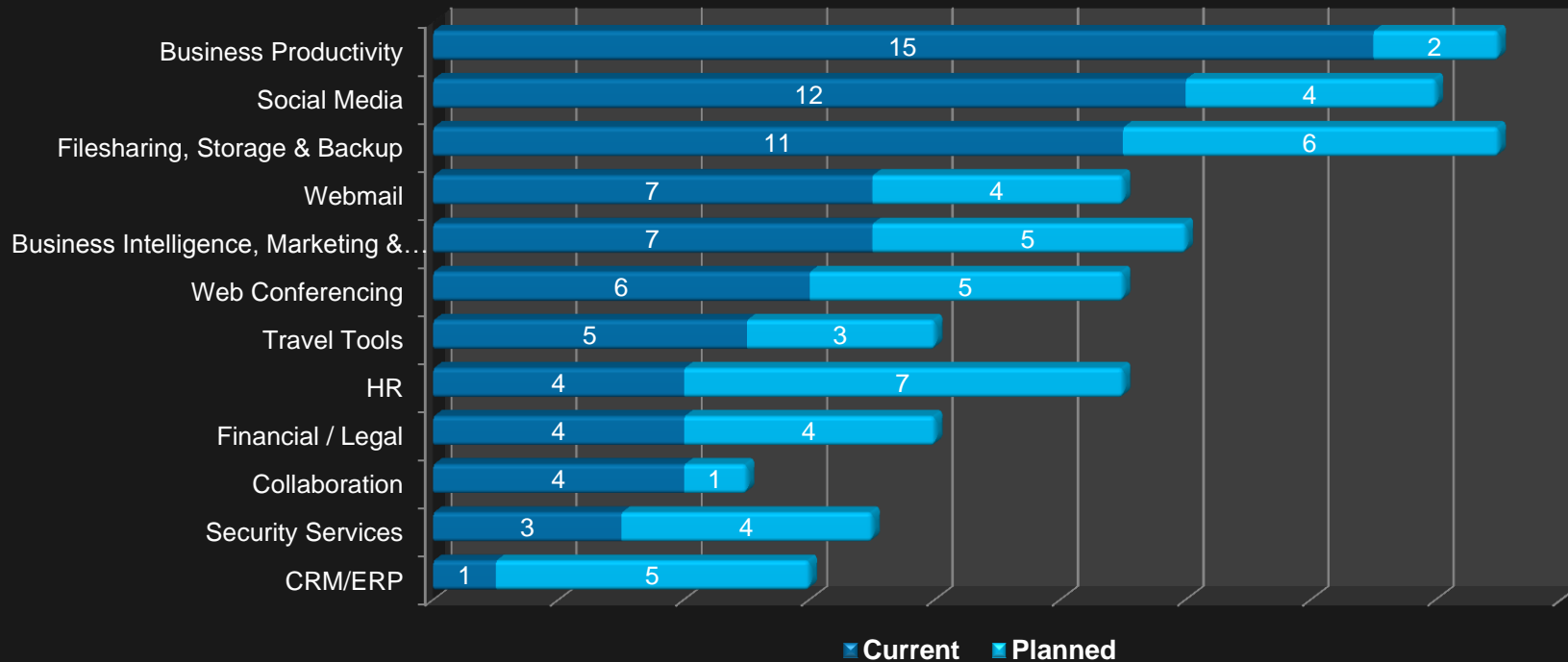


“I’ve tried the IT department before, they will just get in the way...take too long...not understand my needs...”

# What is driving demand for Shadow IT



# So what are people up to...





I'm going to get those IBM PC's hooked up

I'll get VisiCalc installed!

By **2015** Gartner predicts that **35%** of enterprise IT expenditures will happen **outside of the corporate IT budget**

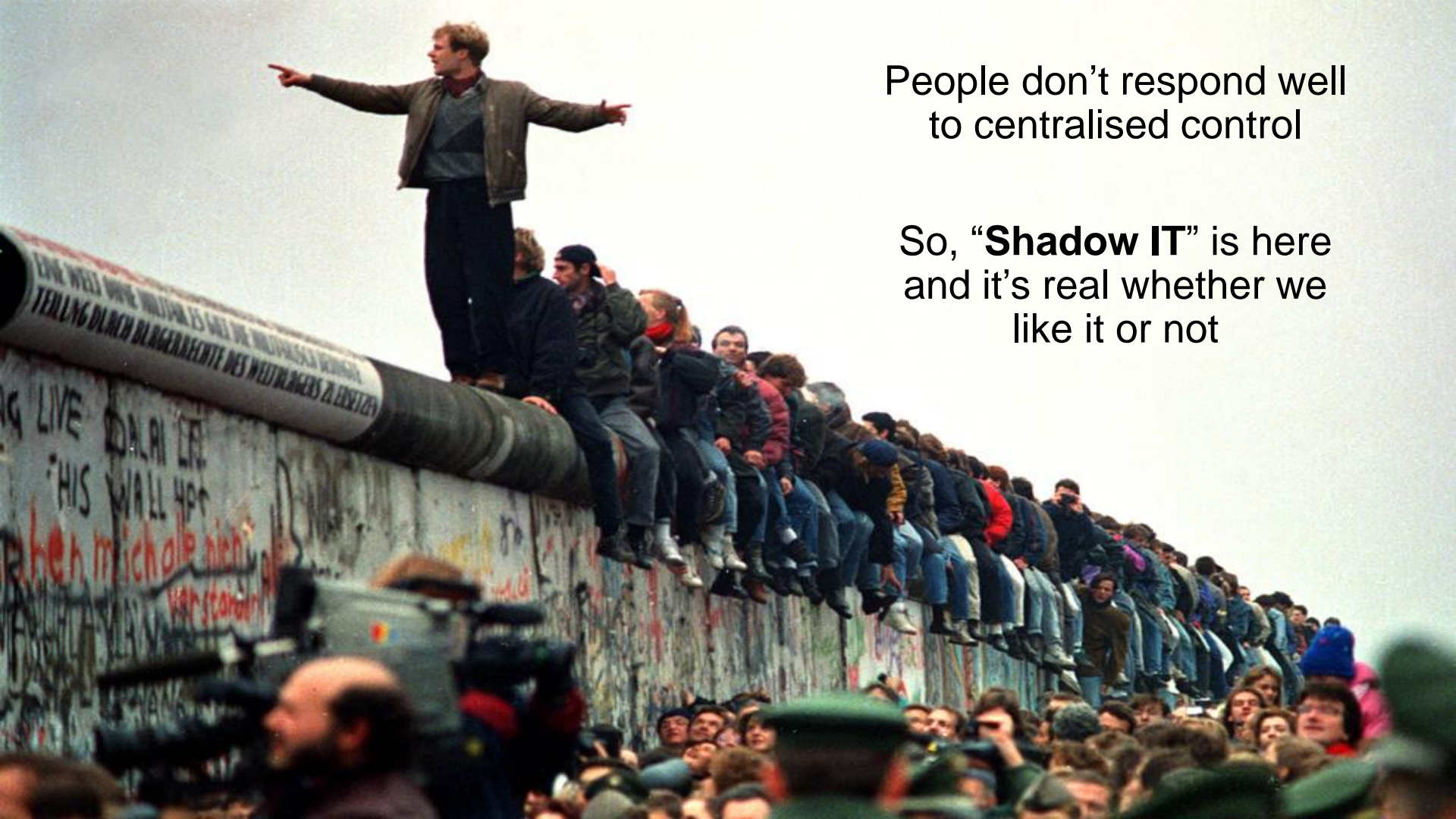




Hold on to the old way of  
doing things in a highly  
controlled and centralised  
way

Become the enabler of the business  
by helping users and departments  
get access to the tools they need to  
do their jobs





People don't respond well to centralised control

So, **"Shadow IT"** is here and it's real whether we like it or not



In 100 of the companies PwC ranks as “**top performers**”, IT controls less than **50%** of corporate technology expenditures

Source : PriceWaterHouseCoopers Digital IQ Survey

# Embracing Shadow IT can offer real benefits

- Develop Innovative Products
- Create New Ways of Working
- Engage with new markets and customers more quickly
- Line of business understand what they need better than IT
- Save costs



# Embracing Shadow IT can offer real benefits

- “Game developers don’t have the time or resources to manage their own complex infrastructure because they need to focus on their core business – developing great games, launching on time and keeping players engaged,” -SoftLayer
- Sesame Workshop has saved \$90,000 on file transfer and \$20,000 on shipping by adopting consumer technologies in the cloud – ComputerWorld
- CNO Insurance have improved the way they reach their target customers by using a mobile application that was developed by the company’s independent agents and not the IT department –IT World Canada



# Adopting shadow IT is not without it's challenges....

- Higher risk of data loss or leaks
- When there are problems, they will become IT's problem
- Controlling costs and cost blowouts can be challenging
- How do I comply with regulations like Sarbanes Oxley
- How do we respond for legal discovery demands when I don't know where my data is

# What do we need to do to adopt healthy Shadow IT

- Change the role of IT
- Architecture that supports service centric delivery
- Adopt an agile adoption mindset
- Appropriate security controls
- Ensure the right technical capabilities are in place

# What does this look like?

Cloud ready Management and Control system



Performance



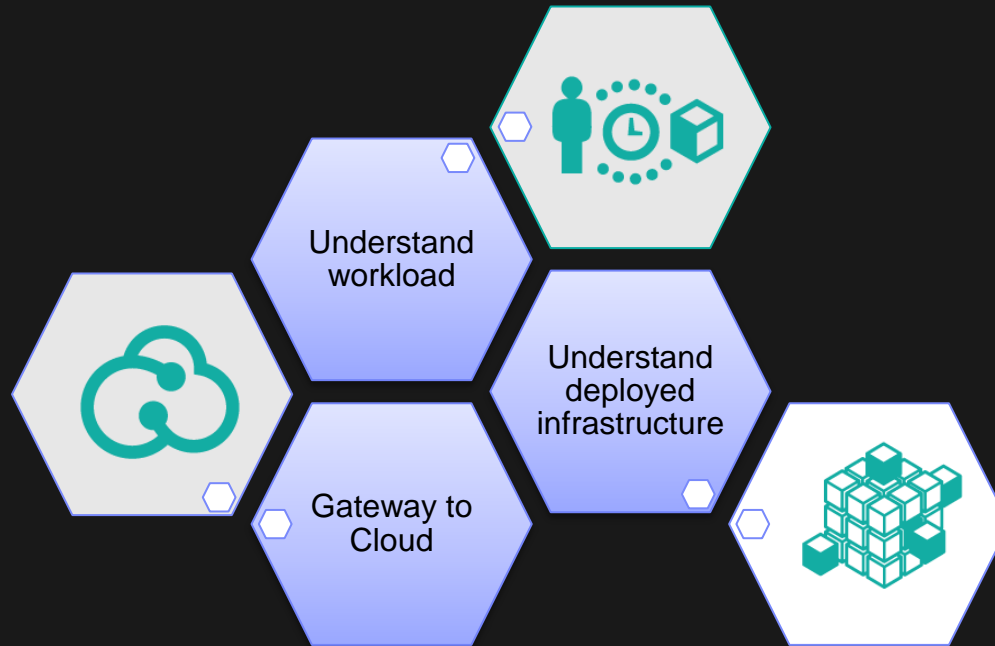
Problem



Planning



# Principles



Deliver on your commitments to Customers

# Capabilities

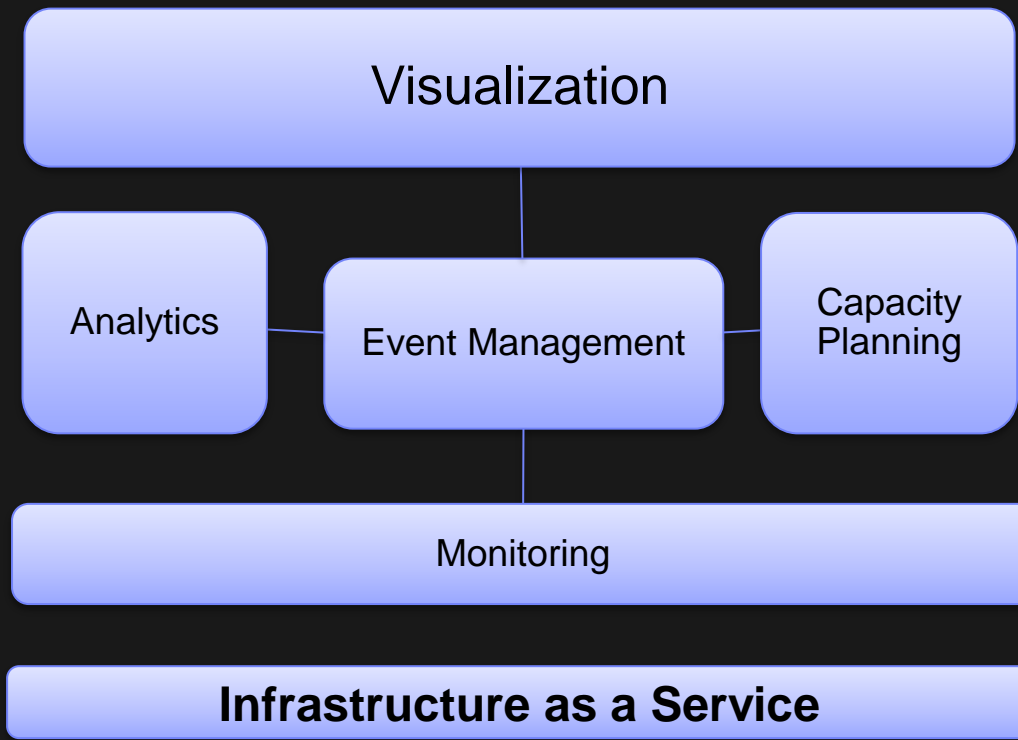
Performance Monitoring

Event Consolidation

Capacity Analytics

Visualization

# Architecture



# Software



Application  
Performance  
Management

Netcool  
Omnibus

SmartCloud  
Analytics

# Visualisation

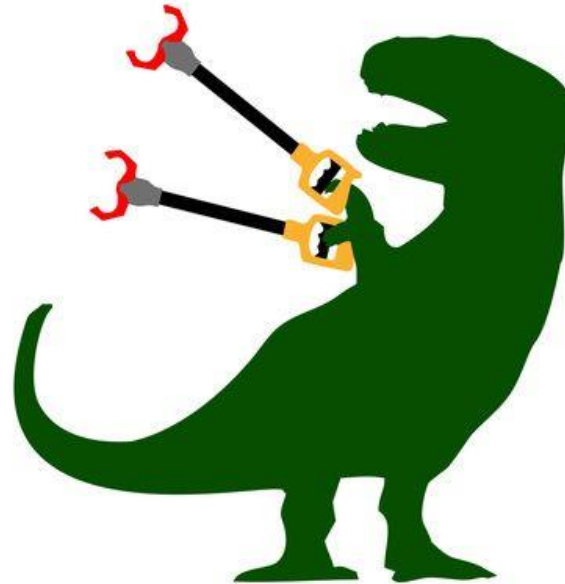


# What do you need?

- Cloud ready IT Service Management Architecture
- Understanding of the system characteristics
- Ability to provision externally & self service
- Consolidate information from different sources



# UNSTOPPABLE



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**THANK YOU**

