

# IT SKILL SETS OF THE FUTURE

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# The Future

- Future of IT itself
- Future of IT organizations
- Skill sets of the future

# SOCIAL MEDIA

- If Facebook was a country, it would have the third largest population with 1.11 billion
- It has 665 million active users

# MOBILE

- Of the 6.8 billion people on the planet, 5.1 billion now have cell phones
- 75% of emails opened  
60% of Facebook posts  
90% of tweets  
are all conducted from a mobile device

# ANALYTICS

- 90% of the data in the world today has been created in the last two years alone
- Only 0.5% of data is analyzed today

# CLOUD COMPUTING

- 80% of new commercial apps will be deployed on cloud platforms
- Cloud computing market will grow from about 41 billion to 241 billion in 2020

# Future Stack

**S**

***SOCIAL MEDIA***

**M**

***MOBILE***

**A**

***ANALYTICS***

**C**

***CLOUD COMPUTING***

**S M A C**

# Growth Rate

The IT industry as a whole is moving toward the mobile/social/cloud/big data world of the 3<sup>rd</sup> platform much more quickly than many realize: *from 2013 through 2020*, these technologies will drive around *90% of all the growth in the IT market.*

-- Frank Gens

Senior VP & Chief Analyst, IDC

# IT Departments

This tectonic shift (SMAC) is changing IT departments role in multiple ways:

➤ ***Business enabling to business partnership and transformation***

Strategic role and value of IT is increasing - IT can no longer be viewed as the traditional cost center

➤ ***Builder to bundler***

Cloud is providing IaaS, PaaS, SaaS. Taking these different services and bundling it to create appropriate solutions is of paramount importance

# IT Departments

- ***Creating a business partner ecosystem***

IT working with different internal business units, external entities and vendors to build a framework for holistic enterprise solutions

- ***Managing diversified consumption***

Vendor and contract and risk management, service levels and security issues

# IT Business Office

Outsourcing is pervasive and will continue – the traditional IT shop now has added focus:

- Talent Management
- Service Level Management
- Asset Management
- Supplier Management

# Importance of Supplier Management

- Our supply environment continues to change
  - Primary Data Centers
  - Microsoft Office 365
  - Continuous Consolidation
- Outsourcing will continue – impacting our business continuity
- Traditional sourcing efforts aren't enough
- Sourcing alone does not deliver value – it's what happens after the contract is signed that matters

# Importance of Supplier Management

- Supplier Management is the only way to simultaneously manage/reduce costs without increasing outsourcing risk
- The State of Florida spends an estimated \$2B in IT spend each year\*

**We Cannot Afford to Get This Wrong!**

# FDOR IT Business Office in Action

- Stratified Supplier Base
- Meaningful Service Level Agreements
- Governance Structure
- Talent Manager
- Software Asset Configuration Management (SACM) Program

**THANK YOU !**