

Moving from Technology Confusion to focused Business Actions and Value

Andy Mulholland
Global Chief Technology Officer
Capgemini



Mostly We Feel Overwhelmed and Unsure Where to Start!



Is it e Government or e Citizens? Or is it Information Technology or



Smart Phone



Smart Phone

twitter for iPhone

Get your Twit on.
The most Twitter like experience you will find for your iPhone.

On iPhone Please Visit: TwitterForiPhone.com/login

Take Twitter With You
We have asked Twitter to work perfectly on your iPhone. We paid close attention to the details so the Twitter experience would be preserved. To use Twitter for iPhone you'll need an iPhone and a Twitter account. status.twitter.com

Follow your friends
The new updates screen is elegantly designed so you can easily flip through all of the messages with the flick of a finger.

View Profiles
Simply click on your friends' icons to view their profile. You can read their posts and begin following their feeds.

Add new friends from iPhone
When you read tweets using Twitter you can quickly add them right from your iPhone.

Twitter

facebook home search global social net invite help logout

Kathryn Ortland's Profile (This is you) Oregon

Quick Search

My Profile [edit]
My Friends
My Photos
My Groups
My Events
My Messages (1)
My Account
My Privacy

Oregon Flyer
We made Announcements better
Check out the new Facebook Flyers.
Starting at only \$5!
Advertise to your campus now.

[create] [see all]

Information [edit]

Account Info
Name: Kathryn Ortland
Member Since: August 2, 2005
Last Update: November 10, 2005

Basic Info [edit]
Geography: Seattle, WA
School: Oregon '05
Alumnus/Alumna: Female
Sex: Female
Concentration: Journalism: Magazine Japanese
Birthday: 10/16/1982
Home Town: Bellevue, WA 98006
High School: Newport High School '00

Contact Info [edit]
Contact Email: ortland@gmail.com
School Email: kortland@uoregon.edu
Website: http://www.numine.com

Personal Info [edit]
Looking For: Whatever I can get
Interested In: Women Men
Relationship Status: In a Relationship
Political Views: Liberal
Interests: Photography, computers, hiking, souba, Japan

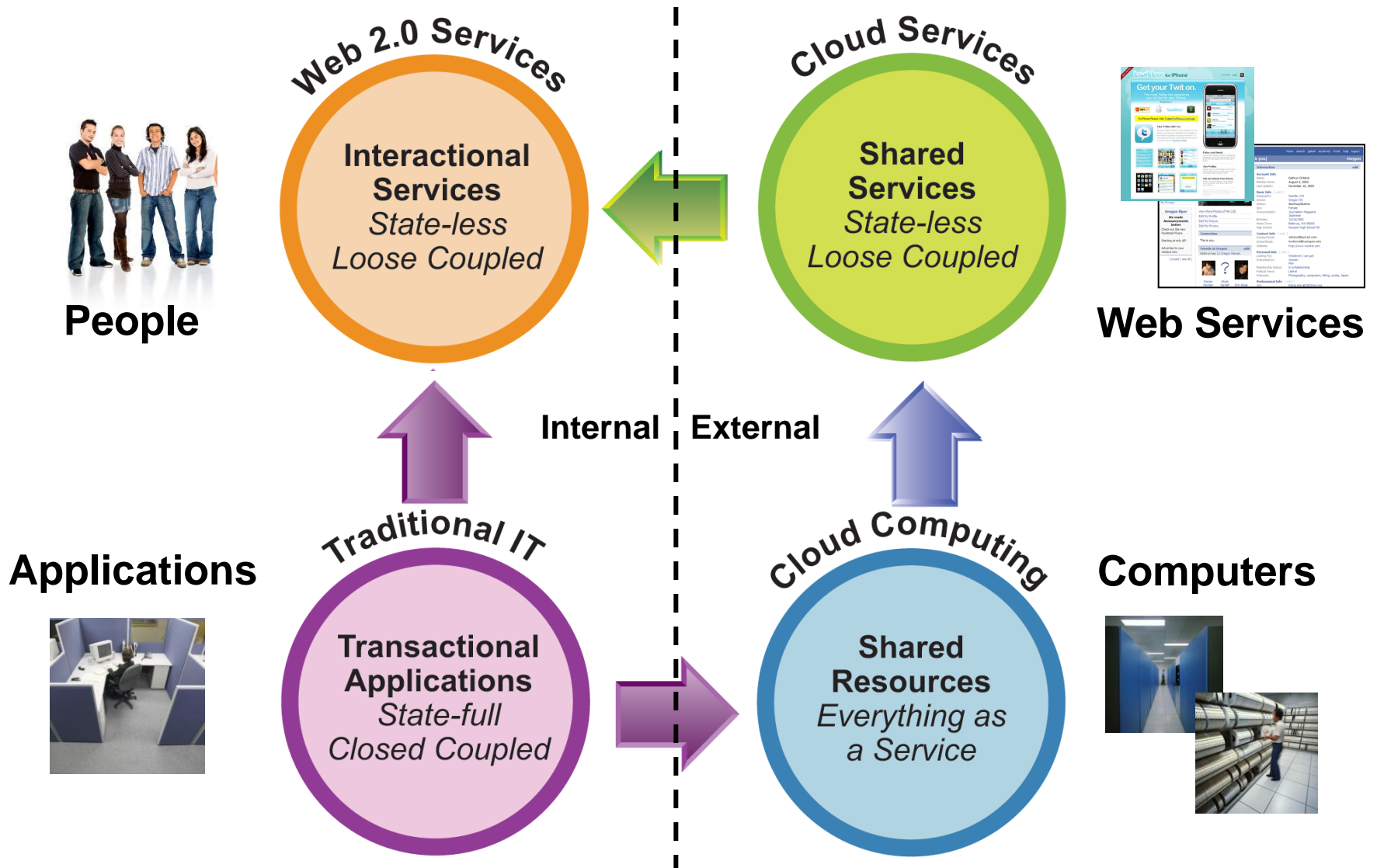
Professional Info [edit]
Job: Billing star at SCDirect.com

Facebook



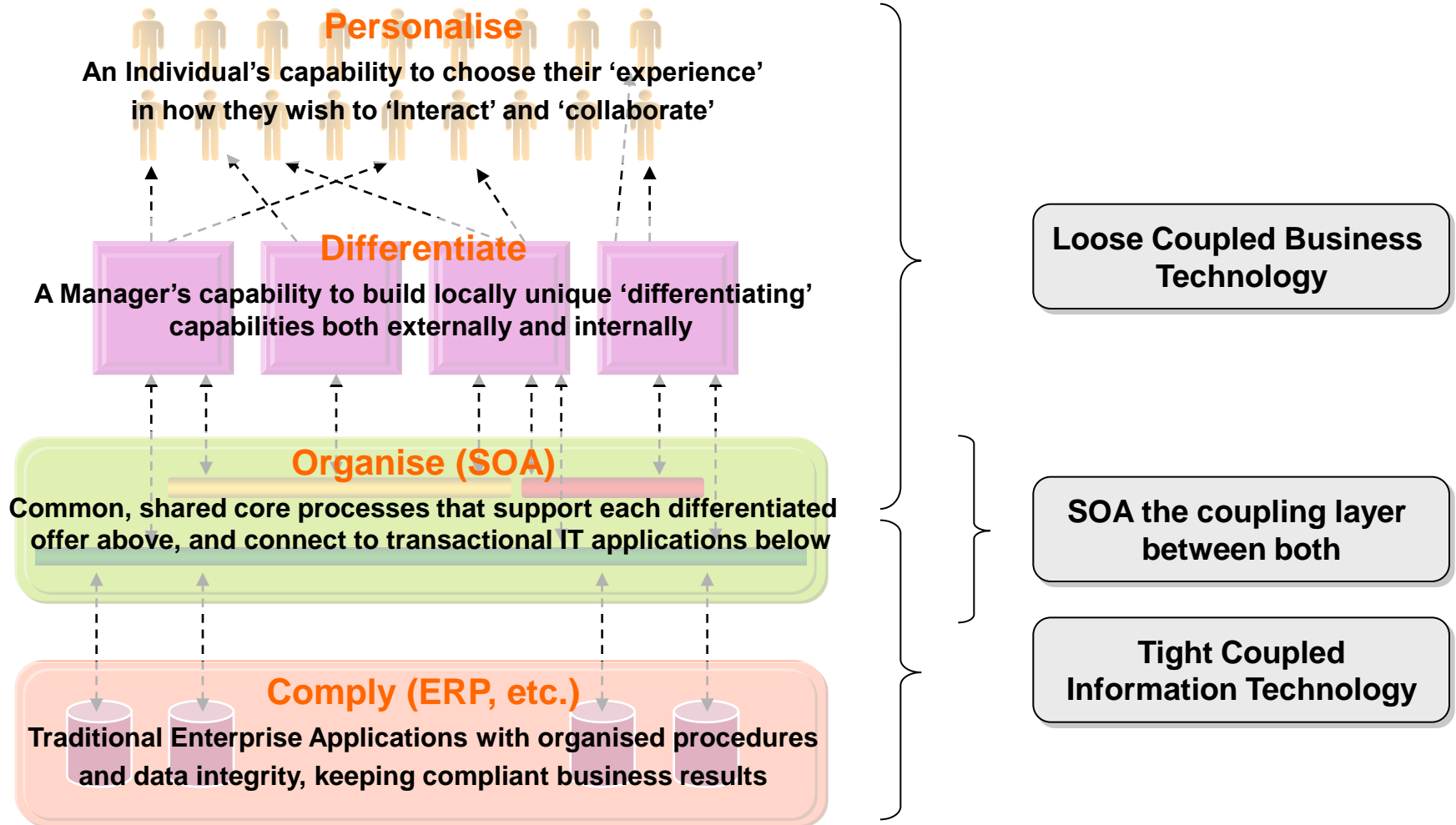
Kindle

The answer is it is all these things;



Governance Model – For Business & Technology

Business and Technology Architecture Governance Model

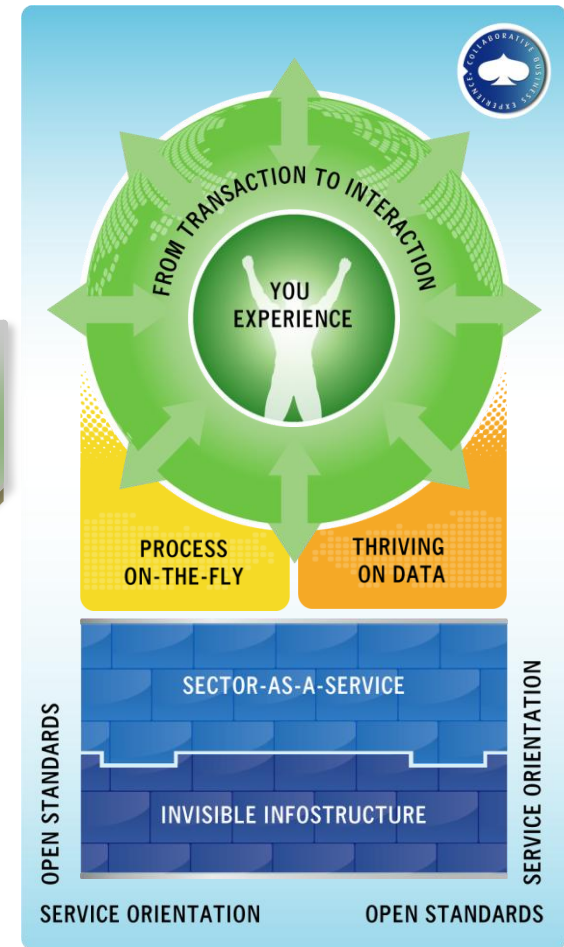


Focusing on a Business vision enabled by Technology

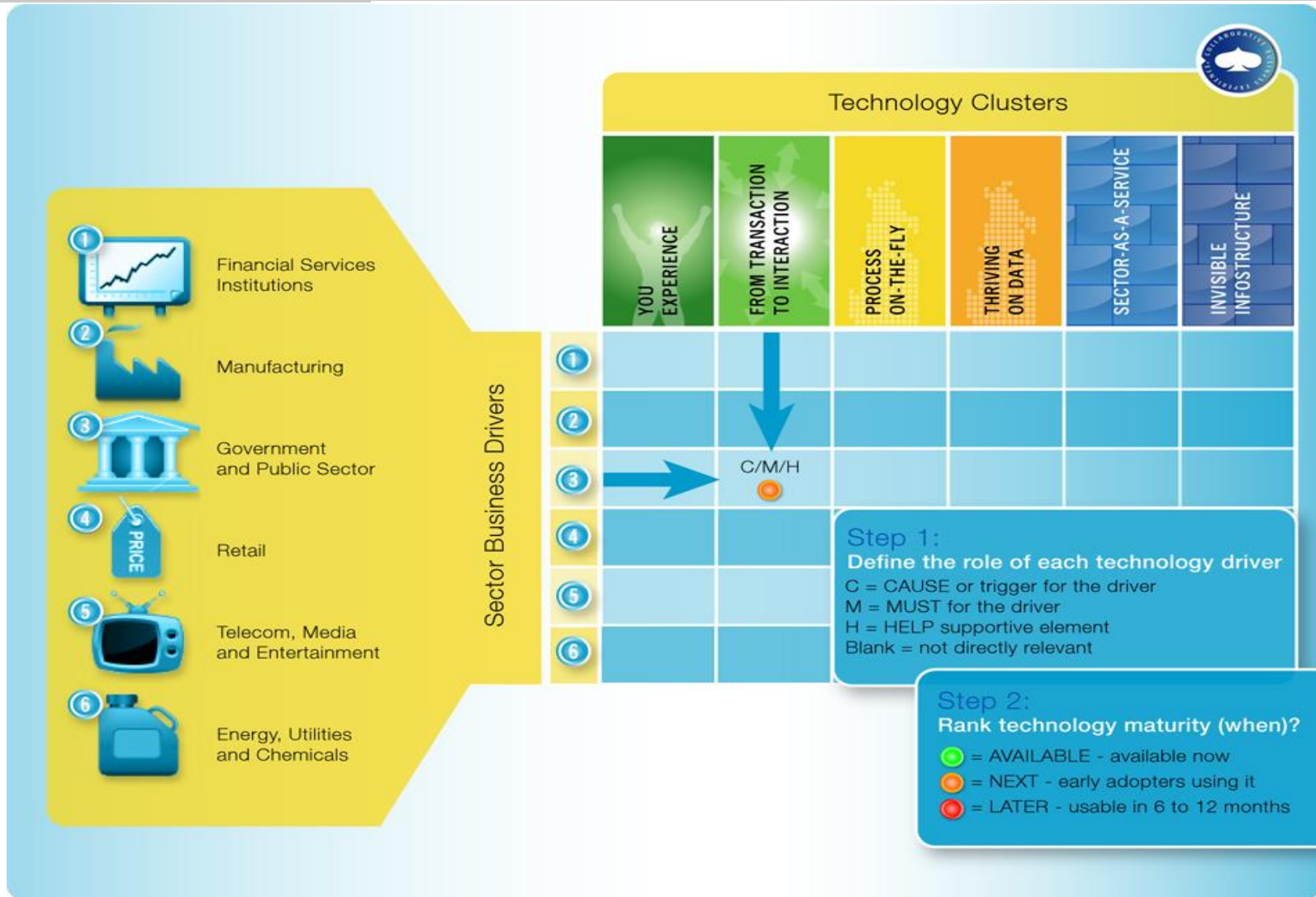
Introducing Capgemini Technovision



KEY INFORMATION TECHNOLOGY TRENDS



Applying Technovision to your Business Questions



A typical Technovision map; now act on the high value focuses!

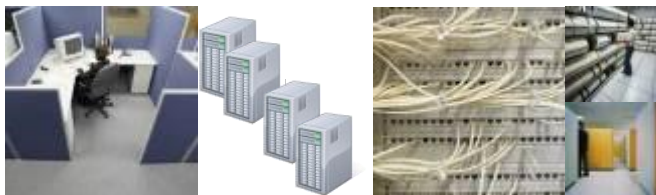
	Business Drivers						Technovision Clusters					
	YOU	INTER	FLY	DATA	SAAS	INVIS	You experience	Transaction to interaction	Process-on-the-fly	Thriving on data	Sector-as-a-service	Invisible infrastructure
POST MERGER INTEGRATION	M			M	M	M		H	M	M		M
CUST. CENTRIC BUS. INTELL.		H / M	M	M		H	M			M	H	
EMPLOYEE COLL. NETWORK MGMT	M	M					M	H		M		H
INNOVATION SPEED 2 MARKET		M	M	M			M	H		M	H	
CONSUMER DIALOGUE	M	M		M		H						

AFTER SALES HEALTHCARE	HMRC Customs and International						Technology Clusters							
	Business Drivers	You Experience	Transaction to Interaction	Process-on-the-fly	Thriving on Data	Sector-as-a-Service	Invisible Infrastructure	Business Drivers	You Experience	Transaction to Interaction	Process-on-the-fly	Thriving on Data	Sector-as-a-Service	Invisible Infrastructure
		H	H			H	H						H	H
	Increase Efficiency of EU Trade	●	○			●	○						●	○
	Reduce Compliance and Administration Costs & Reduce Tax	●	○	M	M		●						●	H
	Avoid Disruption to Trade													M
	Implement Safety and Security	H	H	M	M	H	M						●	○
	Be able to Respond Quickly to EU Legislative Change	M	●	M		H	M						●	M
		2.5	1.5	3	2	1.5	4							

Closing Considerations



**Above All;
Work on how to develop
understanding of the Culture
Of People 'enabled' by
Technology**



Be flexible in your thinking

- Its another era arriving
- Ignoring is not an option

Remember its not only IT

- Think who and where else technology is in use
- Apply a suitable governance model

Standards matter

- The future is across the Firewall
- The new era is built around standards

Always consider the external implications

- Remember that this is the driver
- Think how you will continuously be involved in change
- Decide how to separate 'transactions' from 'interactions'

A recession will accelerate change

- Innovation in markets, products and alliances
- Time and frequency of change is the new gold standard

Its Being Driven By Culture More than Technology Now

The Strength of Weak Ties – Mark Granovetter

- Granovetter's most famous work, "The Strength of Weak Ties", is considered to be one of the most influential sociology papers ever written.
- In marketing or politics, the weak ties enable reaching populations and audiences that are not accessible via strong ties.

Mesh Collaboration – The Network of Everything

- Everyone and every resource is connected
- Relationships are largely driven by events, context, expediency, etc
- Technologies are open and enabling not closed and restrictive