

BOARD

The Board has a fiduciary duty of care, skill and diligence with respect to the business:

- Are we able to meet the compliance requirements with our in-house skills, and do we need to invest in areas like IS27001 or can we benefit from a service providers existing capability?
- Can we better invest our Capex in core aspects of the business rather than IT?
- Do we have the required flexibility in our IT infrastructure to manage changing business conditions?



HEAD OF IT

Budgets are tightly managed, however there is growing expectation to deliver quality services to the business. IT are looking for:

- Well-defined SLAs and transparent contracts
- Improved reliability by migrating services from old servers to IaaS
- A full scale testing environment prior to the delivery of new or upgraded services
- The flexibility to meet peak loads and scale back costs
- The ability to mix on-premises, service provider and public clouds into a hybrid solution
- The ability to manage and utilise existing skills



FINANCE

The move to a consumption model creates financial opportunities but also raises questions:

- What is the value of the current infrastructure?
- Has it been fully depreciated?
- Are there implications to direct staffing costs?
- Even with monthly billing, are there benefits to making a forward commitment on utilisation?



LINE OF BUSINESS MANAGERS E.G. SALES

Line of business managers are increasingly technology aware:

- They may have heard of or would like to try new applications
- They may wish to run a service/ promotion etc. that requires a short term increase in infrastructure capacity e.g. warehouse clearance, end of year promotions, massive BI research
- They want IT to be an enabler of the business not a constraint

