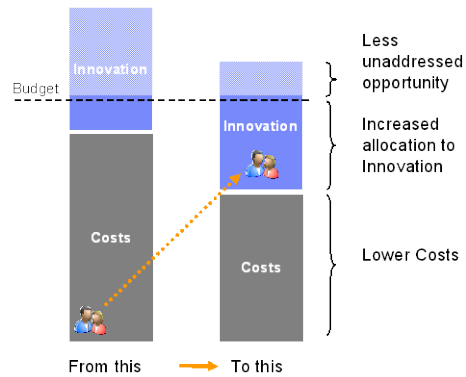


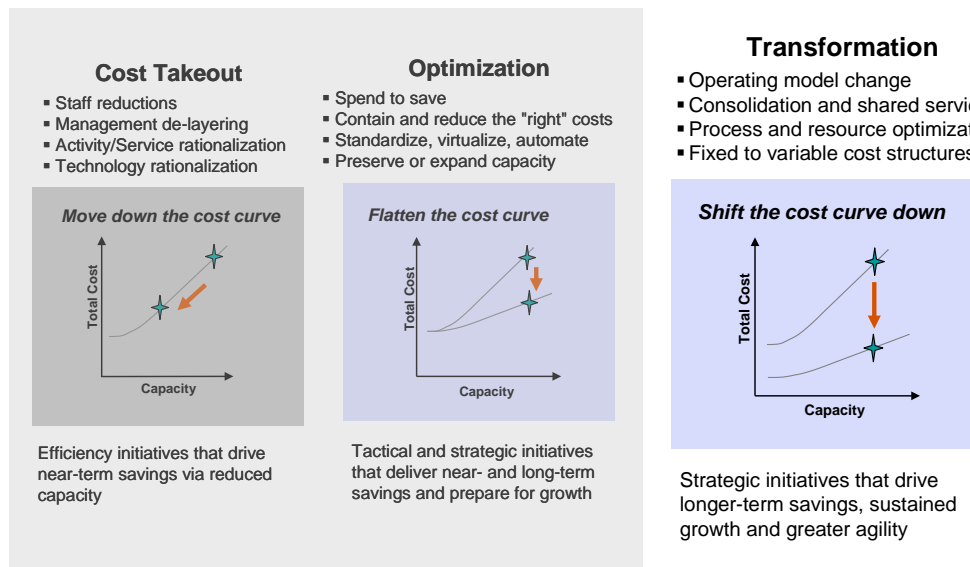
GTEC 2011 Exec Roundtable

Getting the most of IT: Achieving Sustainable Cost Reductions Through IT Service Delivery Transformation

The pressure on governments to provide more and better services within diminishing budgets is forcing CIOs to think innovative ways to get the most out of their IT investments. This harsh reality can be illustrated as follows:



In response, CIOs have developed plans with an increased focus on cost reductions initiatives to fund and resource the innovations required to maintain program service quality expected by citizens and businesses. These cost reduction initiatives are focused on IT services and therefore completely within CIOs' control, can be characterized under the following themes:



Cost take-out approaches can provide short term relief but they rarely result in sustainable cost reductions and often lead to erosion of service quality and additional pressures on an already overextended workforce. Optimization initiatives can be effective but, since they focus on getting the most of the existing infrastructure, they are often constrained by legacy IT investments. Transformation on the other hand looks at changing these cost constraints by fundamentally changing the IT service delivery model and as such can deliver the most long-term benefits.

This year's GTEC theme, Connected Government – Working Together to Better Serve Canadians, offers us the opportunity to look into how to support a meaningful innovation agenda **by achieving sustainable cost reductions through IT service delivery transformation**. Influenced by what CIOs have indicated as their top priority in our latest CIO study, we will specifically look at the following approaches:

- ***Analytics and Automation:*** leveraging business analytics and policy-based automation to ease operational management of complex IT infrastructures and increasing resource efficiency
- ***Sourcing alternatives:*** Looking at the full range of alternatives including full and selective outsourcing, enterprise horizontal/shared services and emerging cloud services for infrastructure, platform, software and business processes

This high energy session will be carried out in 3 main parts:

- Part 1: Overview of the above strategies along with industry best practices and benchmarks including the highlights of our latest CIO Study
- Part 2: Breakout sessions to review participant's lessons learned and results from previous cost take-out, optimization and transformation initiatives and compare these results to industry
- Part 3: Plenary session to discuss:
 - consequences of the various options on organization
 - critical success factors
 - benefits realization strategies
 - dependencies and overlap across these options
 - identify basic elements of a implementation roadmap and timetable
 - demand management and its impact on transformation