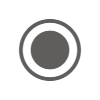
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July 21, 2024, 6:44PM

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 **Collins, Mark** started transcription

 **Collins, Mark** 0:04  
Hello. My name is Mark Collins and this is my reflection on new module launching to enterprise it.  
In this presentation, I will provide a brief overview of reflective models, use them to reflect on the course of Enterprise IT management so far, discuss some reflections on Enterprise IT, and finally look at my role in the future of Enterprise IT.

There are three main aims to this presentation. The first is to critically reflect on the current module, what my expectations were and how it has improved my knowledge and understanding of the industry.  
Second, to provide a response to the statement “Enterprise IT encapsulates all the technology trends that will make the greatest impact on industry in the next five years” and finally provide a reflection on my aspirations and how this course will provide the necessary knowledge and experience to achieve those goals.

So, topic one. Reflective models.  
Reflective practise, particularly in social sciences, often refers back to the 1983 book by Donald Schön.  
Donald Schön defined reflection in action and reflection on action. Later, Killian and Todnem added reflection for action.  
While these and most reflective models focus on reflecting about a particular event, let's just think about what these mean. Reflection on action is what most people who have encountered reflective practise think of. This is immediately or soon after an event or incident, it is a chance to go over either formally or informally about what has just happened and what can be learned from it.

Reflection in action is essentially thinking on your feet. Imagine yourself in a situation you're able to draw on your previous experience and outcomes, and apply to the present. It's what most people do subconsciously every day.

Finally reflection for action is planning for the future. Killian and Todnem initially intended this to be about going about to enter a scenario and reflecting on previous experiences and going in prepared. However, when I read Sir John Whitmore's coaching for performance, I couldn't help but feel there was a lot of overlap between coaching and reflective practise. Sir John Whitmore's GROW model is effectively reflective practise for the future - Or reflection for action.

Van Manen identified 3 forms of reflection which were added to by Ruch in 2007 to make 4 forms of reflection. These can be used individually or together depending on the scenario and individual.

Technical reflection focuses on the what? What did I do? What can I do better? There's no why or attempt to address the individual's feelings and emotions.  
Practical reflection.  
This recognises the limits of formal knowledge and incorporates practise wisdom. The focus is on the self and more open minded than the technical level.  
Process reflection. This considers relationships and the associated dynamics which influence the situation.

And finally, critical evaluation. This involves the other three forms, but also challenges the factors influencing the scenario or situation the other levels consider what is happening, how it can be done better and how it impacts on the individuals involved, but not really the why this form of reflection asks why these factors exist and should they have the impact that they are.

There are literally dozens of reflective models out there, from my personal experience, Gibbs is the model that is most frequently taught to health and social care professionals. This model incorporates the forms of, and types of reflection previously mentioned. We start with the description of what happened, the technical and process reflections. Then we look at thoughts and feelings, the practical reflection.  
Next, we perform the analysis or critical reflection and draw conclusion the reflection on action and finally we make an action plan or reflection for action.

All these discussions so far have been about reflecting about an event. This is useful for the industry I have previous experience with the healthcare profession, but it needs to be expanded a bit for educational settings. The event in this scenario is the 12 week module and the reflection is on the content and what conclusions I can draw for the future of Enterprise IT.  
For this, we'll look at 2 models used in education settings. The first one that I've used previously when teaching new staff members at work and what I like to call the competency staircase. This is actually the four stages of competence or the competency hierarchy, as it's more commonly known. I like referring to it as a staircase because it implies a journey of progression. The other model used in education is the onion model proposed by Korthagen and Vasalos.  
This focuses on the drives and motivations of an individual. The why a person undertakes training or learning.  
This can be used to reflect on if the individual has gained what they intended.  
Working from the inside out, we can see that environment effects our behaviour, which impacts on competence etcetera, but also works from the inside out, where our core personality, our mission or motivation effects our identity and beliefs etcetera.

Then let's look at reflection on the module. So start with our core starting from the centre of the Onion. My mission or motivation for starting this course was to formalise what I have learnt on the job over the last decade or so. This has certainly been the case. A number of topics have been discussed where I had the knowledge and experience but didn't really know it. For example, it turns out I've been using. I've been using BPMN and UML for years without knowing that’s what it was.  
I also have career aspirations to progress to a strategic leadership role.  
1 module in and I feel like this might be a reality. Discussing the history of Enterprise IT and decisions made both good and bad has provided the opportunity to learn from others experience in this area. Also the EITBOK gives that high level strategic overview of an enterprise architecture.  
In terms of identity, it's been interesting being a student again, despite being a professional who, it turns out is already knowledgeable through experience. I'm still learning a lot from this course. The power dynamic is different from formal study that I've experienced in the past, though the course tutors have treated myself and my course mates as professionals. There is still a teacher student dynamic, but it's more a sharing knowledge through conversation and not a one way lecture style chalk and talk interaction.  
This has ultimately led me to believe in myself that I am capable of completing the course.  
Prior to the course starting I had some self doubt in my ability to progress my career.  
When I graduated from my first degree, I had a career all mapped out. Unfortunately, that was about 15 years ago and my job in defence research was withdrawn due to recession and government spending cuts. Since then, my focus has been on job security rather than career progression.  
I had to start to think that without further qualifications, I would be stuck in my current role, but now I believe that this course will give me the skills necessary to advance within the industry of Enterprise IT.

Moving out to the competency layer, I've learned a number of new skills in this module. I've refreshed my competencies with regards to referencing and research and proven that I can take programming skills I have obtained elsewhere and apply them to Python. Finally, I've been using BPMN and UML for a number of years without actually knowing it. Covering it in this unit.  
Has provided extra competence and confidence in using it correctly.  
The confidence the inner layers of the onion have given me has impacted my behaviour. I'm managing time effectively. I'm working collaboratively with my peers and this is filtered over to enter my professional and personal life. I've better focus on my work tasks and I'm able to balance my commitments effectively. Finally, last but not least, the environment. It has been a challenge to juggle the course, work, family and downtime.  
My wider environment impacts my learning in both positive and less positive ways.  
Finding time is difficult, but maintaining downtime allows for clearer thought.  
Walking the dogs etcetera means I can clear my thoughts and work out how to phrase a paragraph or link ideas from multiple sources together, or just allow ideas to sink in.  
The reverse is also true. The courses had a positive impact on the way I see things at work.  
Through better use of UML for mapping patient flows in the hospital I work in or being able to think about IT infrastructure in a different way when contributing to my department strategy.

So Enterprise IT.  
When using the onion reflective model, the environment that is most important is that of Enterprise IT. Enterprise IT management involves supporting a business or organisation with their business needs for automation and information technology, planning and managing changes to technology and ongoing support for the technology.  
This involves understanding and managing the processes, technology, people and the data of the organisation.

So the EITBOK identifies the following trends in enterprise it, big data and predictive analytics, social platforms and cybersecurity and data privacy.  
Of the first two, security and privacy will play a significant role. The aim of security and privacy is to better protect the organisation, assets and information and guard against operational disruption, be that technical or malicious intent. Also, it requires figuring out how to comply with government and industry standards on data privacy.  
The EITBOK also breaks down security and privacy, further looking at cloud services and service orientated architecture, mobility for enterprises and workforce and customers and architectural changes.

So at this point I need to implement the reflection in action and address the elephant in the room and make some last minute changes to the presentation. I was planning on choosing cloud services as a technology to focus on and start singing its praises. But on the 19th of July 3rd party security update to a Microsoft Cloud services caused global outages across every sector. The fallout of this is not yet clear, but estimates place financial impacts in the billions of dollars.  
So yes, Enterprise IT and management has a huge impact on all industries and the trends identified in the EITBOK cover those with some of the biggest impact.

So let's actually have a reflection on cloud services. In my opinion, cloud hosted solutions will bring about the same level of impact on industry as a whole as the outsourcing boom in the 90s and early 2000s.  
Following COVID, we saw many industries moving to working remotely.  
This required rapid digitization of industries that had not fully digitised and expansion of those that were well on their way. The only practical way that this was possible was through the utilisation of cloud based services. Individual organisations do not have the infrastructure on premises to accommodate rapid uptake, be that through physical equipment like the service et cetera, or the power requirements for the additional IT hardware or even the staff to manage and maintain the additional equipment. So using cloud based services, organisations were able to quickly adopt remote digital working and take advantage of the economies of scale.

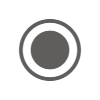
Of course, as with anything, cloud services are a double edged blade when it well, it has its advantages of allowing staff to work remotely, allows the ease of rapid expansion based on business needs and allows organisations to take advantage of economies of scale by effectively pooling resources, there are considerable downsides. The initial concern over the security of the data held in cloud services. The data is no longer physically held within the control of the data owner, meaning there must be an element of trust between the organisation and the cloud provider.  
By allowing employees to access data from anywhere on potentially any device, an organisation leaves themselves open to a greater attack surface from malicious intent. More uncontrolled devices connecting to your data leads to more sources of security breaches.  
And my greatest concern over cloud based services that I've had for quite some time is that that came to fruition this weekend. There's very little control by the end user over software and platform upgrades.  
Combined with concerns raised by the CTO of 37signals in a recent BBC article.  
That by relying on cloud services, there are only three main contenders.  
That's Microsoft Azure, AWS and Google.  
Means that if one goes down, that's a third of the Internet out, and a third of all industry stops working.  
By the looks of things, that's exactly what happened this weekend. Cloud Strike pushed out an update to their endpoint protection to the Microsoft Cloud products and caused every service that relies on this to be out of action and cause global chaos.  
Enterprise IT management should provide the framework to prevent this kind of issue by having robust change management measures in place.  
These are covered under phase G&H of TOGAF. Of course, there are times when you can have robust user acceptance and issues still slip through. For example, only last month I implemented new SQL reports provided by our statutory body. I tested them in our UAT environment and all worked. However, my UAT database is much smaller than my production one and a script that concatenates a number of serial numbers.  
Was defined as an integer. However, on my production database.  
There were too many entries and the memory allocation for the integer was insufficient and needed to be changed to big number.

And then this leads us on to how I see my role in Enterprise IT going forward, I see myself taking a strategic leadership role with within either my current or similar organisation using Enterprise IT models such as TOGAF.  
Putting measures in place that allow the use of cloud based services taking advantage of all the pros such as expansion and ease of access to data by those who need it, but also protecting the organisation from security breaches and total system failure by implementing robust change management and following security best practises.

Page 1 of references.

And page 2.

And thank you for listening.

 **Collins, Mark** stopped transcription