IDC
Analyze the Future

RESULTS

Thank you for completing the IDC 'Is your infrastructure future-ready?' quiz sponsored by Dell and Intel. The economic benefits of being future ready are clear — increased future readiness corresponds to better business outcomes.

Organizations don't have to be at the top of the future-readiness scale to enjoy benefits; data from a number of IDC Converged Infrastructure and Cloud studies have shown that organizations can obtain benefits by moving to the next stage of future readiness regardless of where you start. Organizations that improve their "future readiness" consistently improve their time to market with new products and services, increase business agility, employee productivity and even improved innovation.

The more that an IT organization is future ready, the more that they enjoy significant business advantages over their competition, including:

- Faster time to market for new products and services, which allow them to better capture competitive advantages
- Superior business agility and flexibility, enabling them to anticipate and respond quickly to changes in the market, mitigate threats, and capture opportunities
- Increased employee productivity, allowing them to optimize business processes and reduce costs while increasing output
- Enhanced customer experience to deliver more reliable, intuitive and better performing services to employees, partners, and customers
- Innovation, which enables them to move resources and operations into new business areas
- More efficient IT operations, helping reduce costs while creating a more scalable infrastructure
- Enablement of mobile operations to deliver a full range of business applications

OVERALL READINESS

YOUR SCORE — 17
BASELINE SCORE — 51.5

CURRENT FOCUSED
17

SECTION RESULTS

Your Score — Baseline Score

IT and the Business | IT Service Delivery | IT Infrastructure Technology

The quiz was designed to help establish your organization's readiness to cope with the evolving demands that businesses place on IT infrastructure, both today and into the future.

We looked at the following key areas:

- IT and the Business
- IT Service Delivery
- IT Infrastructure Technology

Based on your responses, we would classify your overall IT Infrastructure Future Readiness as:

CURRENT FOCUSED

Based on your responses, we would classify your overall IT Infrastructure Future Readiness as:

You have been rated Current-Focused, and are doing pretty well on the future readiness of your IT infrastructure. But even for those doing well, future readiness is an ongoing journey, and you can still see improvements in business outcomes from increasing your future readiness. As technologies, business practices, and market demands change over time, the concept of future readiness will also evolve. To maintain future readiness, organizations can't become complacent –think of future readiness as an ongoing journey and stay nimble, adaptable, and innovative to maintain their competitive edge. You can drive business results by choosing to focus on improving the specific aspects of IT Future Readiness landscape that we've highlighted for you:

 • **IT and the Business** • **IT Service Delivery** • **IT Infrastructure Technology**
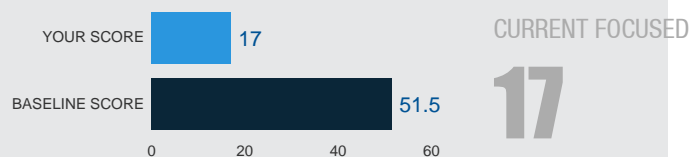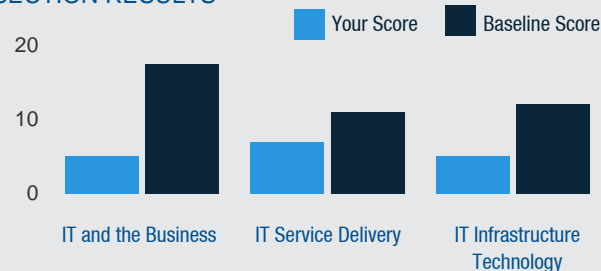
IT and the Business

According to your responses in this section, your organization's relationship between IT and the Business is **reactive**

How to get ahead?

- Top recommendation: Good IT starts with good business, and getting this right. In today's digital world IT should no longer be regarded as a cost centre, but forms a crucial part of competitive strategy. IT needs to be capable of translating business requirements into technology and services. It is not good enough to buy the latest gear, but systems have to be sufficiently integrated and business processes and structures aligned accordingly. Organisations that apply innovative approaches to their infrastructure and manage these with a business mindset tend to stay ahead of the curve and can focus on creating business value instead of spending valuable time, money and energy firefighting.

- Top recommendation: The most future ready IT organizations really help their companies to adapt to changing market conditions

and actively enable them to chase new revenue opportunities as they emerge. Improving relations with business leaders to understand the value that a future ready IT organization can bring will help to support and fund the improvements you need to implement in order to keep up with your peers. Your position in the organisation could gain importance if you manage to apply IT as a revenue driver. However, if you fail to show progress then your role could become more administrative, and pressure will mount due to increasing demands by end-users and the growth of shadow IT.

- Top recommendation: Investment is crucial to developing a capable and agile IT organization. You're currently struggling to attract funding for running IT or developing new initiatives, with the result that you will have challenges transforming IT. You should consider a new approach to IT strategy looking at the value you can bring to the business by transforming IT. This will look to identify the savings from efficiency improvement and then investing this to build a modern platform approach for offering new services to the business.

- Top recommendation: You are struggling to deal with change, which means your company will find it difficult to react to shifting conditions in the marketplace. Look to ways to make change more predictable and quicker to action by examining gaps and weaknesses in your tools and processes. Your systems and operational processes need to be reassessed and possibly upgraded to ensure that they are meeting key business objectives and are ready for the digital age. Your department may also need to improve its skill set by hiring relevant specialists or providing sufficient training. Efficient collaboration within your team and with business decision makers is crucial for dealing with the challenges of business and IT transformation.

- Top recommendation: With many projects proceeding without the required level of input from the IT department, the business is not engaging well with IT. One of your main priorities should be to build and improve the relations between IT and company or line of business management, while also ensuring that management is aware of the capabilities and successes of the IT department. This may require rethinking from both sides to achieve that IT is seen as an internal service provider that adds crucial business value rather than a back office as a necessary evil.

- Top recommendation: Self-awareness and identify gaps and weaknesses are key elements when it comes to understanding where to focus on improving IT. At a minimum, you should be looking to implement a formal review of the IT department's delivery and capabilities. Ideally, you should bring in experienced experts who can give a balanced opinion on what is required based on industry accepted best practice. Following your competitors' business performance and changes in their IT strategy could help you better understand the correlation between these factors in order to move up a maturity level and assess your strengths and weaknesses.

IT Service Delivery

According to your responses in this section, your organisation's IT Security TechFitness is: **reactive**

How to get ahead?

- Security is a business function that needs to be incorporated into the way you do business. Security should be built by design rather than as a bolt on afterthought. 93% of IT users view the improvement of security for existing employees and devices as their highest security priority.

- Create secure, protected workspaces within central servers to eliminate risks in the deployment of mobile devices. Mobile employees drive the need for secure access to data, however data loss prevention is a serious and recurring problem for almost all organisations. Sensitive data protection is the second most important business objective for businesses (60%).

- Restrict printing to 'document owner present' minimises sensitive data loss through unauthorised persons reading/copying documents. Loss of data or unauthorised copying and reading of sensitive documents can be a serious business risk and open the door to legal action. Around 30% of European SMBs have such solutions in place today.

- Control your mobile devices through Mobile Device Management (MDM) software. MDM allows network administrators to secure mobile devices regardless of connection. The management of mobile computing should be based on the principle of isolation of transactions so that any malware incursion can be isolated, examined, and then discarded. Other features include the encryption of files, authentication and access privileges, locking down applications, and validating security identification. 62% of companies below 1000 employees have adopted, or will adopt within the next 24 months, MDM.

IT Infrastructure Technology

According to your responses in this section, your organisation's Cloud TechFitness is: **reactive**

How to get ahead?

- Focus on the architecture and planning. Cloud has the potential to turn any mobile device into a supercomputer, providing access to processing power as needed to analyse virtually any type of information required. However, performance issues can affect cloud computing efforts; this is caused by cloud-based apps being widely distributed, with the data far away from the application logic. Unless careful planning has gone into the design of the system, latency and reliability may become major issues.

- Inform, educate, and control users over their file sharing activities. Although Cloud storage facilitates collaboration, mobile working, and can be more cost-effective, it is also in high demand from end-users and not having a solution in place leads to increased 'shadow IT' as users adopt consumer solutions. This in turn may lead to increased business risk through lack of control. In the latest IDC survey around 20% of organisations had implemented a cloud-based file sharing solution – mostly to a restricted set of users.

- Evaluate your data security needs. Preferences for data location and data security are often based on personal preference and misinformation. Consult with your local data privacy office to understand the actual requirements for certain data types, such as

financial information, customer information, employee information, and personal identifiable information.

○ Audit your organisation's printing infrastructure. Consider device type (printer, MFP, toner, inkjet), brand, and age of devices. Evaluate the requirements of your internal customers – and, potentially, of external partners and other stakeholders that may need to print at corporate locations – including document types and output features. Today, 39% of European companies utilise cloud-printing, potentially benefitting from increased productivity and flexibility, while reducing the need for local infrastructure (fewer PCs deployed).

○ Evaluate your existing level of maturity for cloud services to begin vendor qualification process. 70% of surveyed organisations stated that improving IT security due to Cloud/SaaS usage was a very or extremely important part of strategy for the upcoming 12 months. Investment in the correct training and development is needed for the enterprise staff to ensure they understand how to operate securely in a cloud environment.