

IT needs to get out of it's own way

“Can Corp IT be Social?”

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The Social Media Revolution



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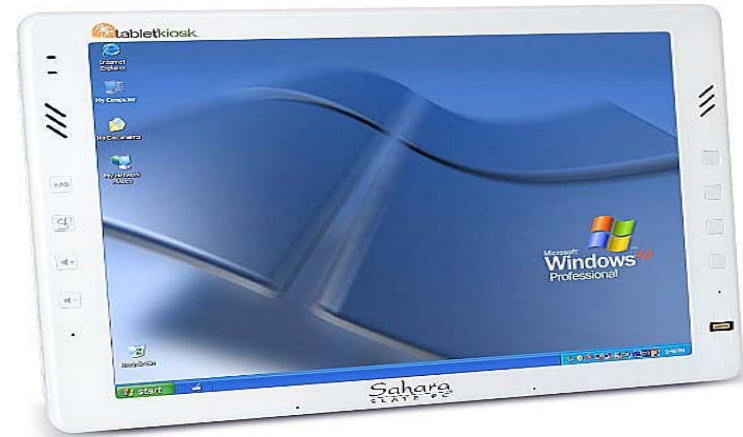


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What is Consumerisation of IT?

- ▶ “Consumerisation is the effect of end-users setting new expectations for enterprise IT based on the technology experiences, features, and devices they are using in their personal lives.” – Bill Briggs, Deloitte



What is Consumerisation of IT?

- ▶ 95% of worker use a form of personal technology at work.



The question being asked ...

If they are so easy to use at
home...

Why aren't we seeing the same
trend at work?

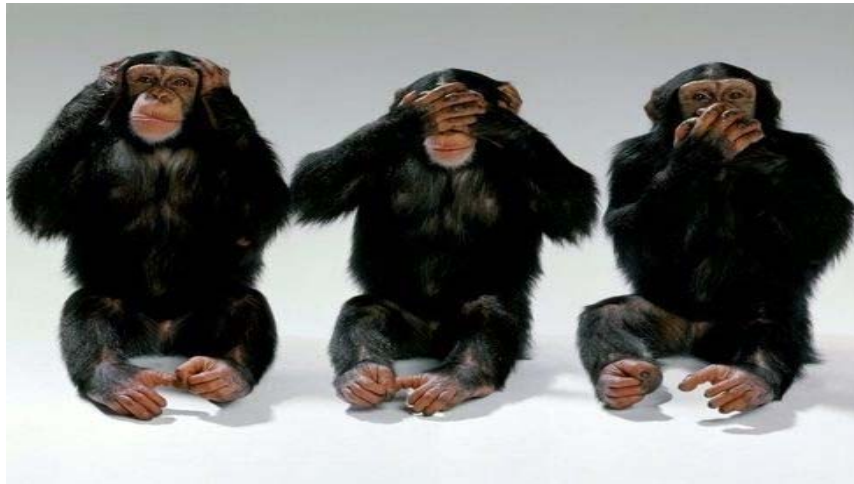


What are we seeing?

- ▶ The rise of Social Media as a business application.
- ▶ The ubiquitous work environment
- ▶ The proliferation of new devices
- ▶ The new knowledge workers expectations of Corporate IT



Corporate IT reaction



How IT should respond?

- ▶ Believe the Hype
- ▶ Recognise the New Normal
- ▶ Simple, Scalable & Secure solutions
- ▶ Embrace Self Sufficient Users
- ▶ Become Desirable
- ▶ Open an App Store
- ▶ Get Social



What are we doing at AGL?

- ▶ Office 365 pilot
- ▶ Rolling out secure wireless technologies
- ▶ Embarking on BYOD
- ▶ Trialling SAP mobile apps
- ▶ Deploying our online IT shop front using ServiceNow



The Bottom Line

- ▶ Embrace consumerisation
- ▶ Harness the power of mobility
- ▶ Ignorance & 'lock down' policies will ultimately fail



Thankyou

