

Highlights from a recent webcast on IT roles in the new 'third platform' era

DELIVERING BUSINESS VALUE WITH IT SERVICE MANAGEMENT

Cloud, mobile devices, big data and social technology are creating a third platform for computing. Robert Young, Research Director at IDC and Ken Chalberg, Director, Dell Software, discuss what IT pros need to do to thrive as traditional systems evolve in a new era of business computing.

After 30 years of relatively stable environments, IT pros are facing a new wave of technology. They will have to move quickly to stay on top of the changes and adapt to new management roles for "third platform" computing.

"The third platform is IDC's way of conceptualizing the technology evolutions from the first platform, which was the mainframe/terminal era, to the second platform, the client/server era which lasted for the past 30 years," explains Robert Young, Research Director for IT Service Management and Client Virtualization at IDC. "Today's third platform is comprised of four pillars, Cloud, mobile, big data and social technology."

Changes arising from the third platform are not only technologically dramatic but also confront businesses with the choice of adapting and thriving or ignoring and declining.

"At IDC we've been seeing a tighter and tighter correlation between growth and/or the decline of companies, and their success in evolving their products and services to third platform technologies," Young says.



IT in the Middle

In this transition, IDC finds many organizations still on the second platform with aspirations to bring new third platform technologies into their environments. In many cases, IT is charged with supporting an increasingly hybrid environment consisting of both on-premise and Cloud-hosted systems and services, which increasingly involve mobile computing and social media.

IT organizations caught in the middle are not alone. But the transition is likely to accelerate as IDC predicts that two-thirds of CEO's will include digital transformation in their core business strategy next year. Organizations that plan for and even lead the advance to the third platform will thrive. But any

that resist will face decline as the technology wave passes them by.

A recent IDC line of business sentiment study asked: What is the single most important role your IT organization could play in your organization's digital transformation?

- 32% want IT to help identify which parts of their business could be digitally transformed through the use of technology.

- 25% expect IT to proactively identify emerging technologies that could accelerate their digital transformation journey.

- 24% want IT to manage their digital project implementation

Increasingly, IT will be tasked with taking a digital transformation concept from idea all the way through to implementation and management.

Third platform management challenge

By 2018, IDC predicts there will be approximately 40 billion mobile devices comprised of about 3.8 billion mobile users which together will produce about 6.75 terabytes of data per person per day. So the analyst

recommends IT professionals start planning now for how to support, manage and secure this explosion of devices and data.

Faced with this level of device and data proliferation, IT departments can no longer depend on a few in-house experts with systems knowledge in their heads. They will need tools that allow them to monitor and meter the consumption and the utilization of services. They also need to find solutions that allow them to deliver critical services across always connected devices while reducing help tickets, so IT pros and business users can remain productive.

Getting IT third platform ready

In the third platform world, time is of the essence. With the growing Cloud and mobile usage it is important to look at big data and the infrastructure apps being leveraged in a timely manner. Dell software finds that IT organizations spend 75% of their time managing the infrastructure.

"It leaves very little time to really drive innovation," says Ken Chalberg, Director, Dell Software.

Caught in this dilemma, IT pros are asking for the same thing that is driving end users to mobile devices. To avoid being tied down to a tradition console, IT needs a mobile interface for support. That allows them to respond in a timely way to end users requests without being tied down to a desk.

"IDC recommends IT professionals start planning now for how to support, manage and secure the explosion of devices and data."

—Robert Young, IDC analyst

Dell's endpoint systems management solution provides mobile interfaces so end users can submit a request to IT from their smart phone or smart device. IT pros can then view the request from their mobile device and respond. They can also receive outage alerts on their mobile devices. This ability to send requests and respond anywhere saves precious time.

End user self-service also saves time and has been identified by IDC as the most cost-effective way to provide IT services. The Dell solution provides for a web portal where an end user can download software that IT has pre-approved for them. They can also read major announcements and view alerts.

What Is K1000 Go

Dell Software provides solutions for the third platform with K1000 GO.

The Dell KACE K1000 GO Mobile App provides access to the K1000 Systems Management Appliance from any location, enabling IT pros to remain effective from all corners of the workplace, across multiple office locations and even while on the road. With this mobile help desk app, IT pros can simplify systems management amid the growing number of

new devices and operating systems, and the increasingly prevalent technologies such as cloud and virtualization.

The K1000 GO App frees IT pros from the traditional constraints of a keyboard and mouse, and empowers them to provide service and systems management support that is agile enough to keep up with the influx of new technology. IT pros can review and respond to real-time, mobile service desk notifications, examine inventory details and deploy software on the go. While the primary functionality of the app is designed for IT administrators, it also allows end users to submit mobile service desk tickets, access the knowledge base and check on existing ticket status using their mobile devices. The K1000 Go Mobile App enables IT pros to maintain centralized control, while providing the right level of service support. The Dell KACE K1000 GO Mobile App is a free app for Android and iOS devices.

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