

Why is it so hard for IT and the Business to work together?

The business is striving for growth and profit while IT gets tasked with limiting cost and risk.

Mobile Thought Leaders have been discussing the inevitable problems that arise when Lines of Business or individual departments embark on mobile or digital transformation initiatives without the support or knowledge of the IT department. The reasons for these rogue projects are numerous and the complaints are not unfounded.

MTL members that have made progress on Digital Transformation have also gotten to a better place with internal relationships. They offer this guidance on how to make things better:

Do these sound familiar?

- IT approvals and processes create friction I don't have time for
- IT doesn't understand what we do
- IT doesn't have the incentive to prioritize our projects
- IT doesn't have the budget to help anyway

What Smart Businesses Want...

Smarter IT could deliver...

Identity and Access Management (IAM)	Make access easy for the right people and impossible for the wrong people. Give me insights to improve Situational Awareness!	Deploy tools that integrate multiple identity sources and teach the business how to think about identity as a situation, not a person.
Security Policy Management	Clear guidelines and a process for adding new systems, software, or technologies as well as some active guidance that is focused on "Yes, if" instead of "No."	Make security requirements something easy for non-IT people to catalog so external projects can comply and gain approval. Deploy a digital workspace solution that supports any application on any device
System Integration	Access to current data and information from all the systems in a reliable way.	Integration and automation are the keys to value creation in digital transformation. Invest in the skills and systems that make data accessible
Logistics & Support	Programs and processes that make it clearer what the cost of support will be and "no touch" logistics	Develop best practices and identify service providers that can deliver as-a-Service models to make new launches less risky
Cost Management	A reliable catalog of providers and programs that can easily be optimized with the rest of the IT spend without the risky negotiation process	A product and services catalog and a process for qualifying new vendors and purchase mechanisms, including better insights on cost vs risk

VMware Supports Better Alignment

The full VMware software stack is designed to make it easier for IT to offer the business tools that enable digital transformation.

- Automation of the datacenter and the hybrid infrastructure means less time spent keeping the lights on and better reliability and on-tap capacity.
- WorkspaceOne gives every organization the ability to say "any app on any device," while still providing a fluid user experience.
- WorkspaceOne includes Identity Manager, giving an organization a wide array of identity sources and controls to fine tune access.