



Transforming Your IT Function

Gary David Smith



Gary David Smith
Co-founder
Prism Solutions

Biography

Gary David Smith is an IT entrepreneur and Co-founder of Prism Solutions (www.prism.uk.com). Since its formation in 2001, the Prism team – led by Gary David Smith and Richard Alexander – have worked hard to build an enviable reputation as one of the UK's premier outsourced Managed Service IT Providers.

Specializing in the small to medium-sized business market, Prism prides itself on being able to support a broad range of businesses, users, technologies and locations with flexibility and professionalism.

Innovation has always been part of the fabric of the business as early adopters and implementers of technology within the business community through to an award winning CSR strategy.

Keywords IT transformation, IT budgets, Business objectives, Goals, Employee engagement, User adoption
Paper type Opinion

Abstract

Every business, whether you're the butcher, the baker or the candlestick maker, has an IT spend. There's no point running and hiding from it – you really can't avoid it – and as all businesses these days have essentially become IT companies, spending on IT is now a given. Its par for the course.

Introduction

Digital transformation, which was once a trend, is now the central component of modern business strategy for businesses large and small. It is all about marrying up the power of technology with your business objectives.

Right from the outset, you need to find a budget for IT regardless of whether or not you outsource your IT, hire an IT manager, or operate as a sole trader doing it all yourself. Then there's the start-ups that use a regional IT guy or 'Bob' as we called him, Scale-ups that use a Managed Service Provider (MSP) – similar, but not quite the same as Prism – or a fully-fledged IT department loaded with legacy apps.

Understanding business goals

Depending on precisely what category you fit into directly determines what you need to spend in terms of effort, time, money, lost productivity and sentiment. All of this needs to be mapped out. Transforming your IT then requires an acute understanding of your business goals, and outputs and plans need to be aligned directly with the user community of both customers and your employees.



Technology and Innovation

People drive transformation

So where do you start? In my experience, the best place to start is at the beginning. Dare I say, canvas opinion from employees and colleagues, understanding what works and what is popular and what needs attention.



Ultimately, it never matters how good an application strategy or deliverable is, if the users are not keen on it, it will not fly. So get users on board early on and keep them on the journey every single step of the way.

Transforming your IT function starts and stops with the people within it.

User experience is paramount throughout the digital transformation, and we must always do our utmost to remove friction and enhance the experience for every employee and of course customer, regardless of where they are on the journey.

Ultimately, strong leadership is what transforms technology on the path to Digital Maturity. Its particularly important that managers today have a vision of how to transform the IT in their company. They need to know what particular parts of the organization should be changed and in what sequence.

Focus and discipline is important in the ever-changing technological business arena so you always keep your eye on the ball, or in this case the cursor.