Digital Resilience

10 Signs of IT Trouble

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PEOPLE | IDEAS | SOLUTIONS

Digital Dependency

- **Organizations are heavily dependent on their IT systems for ongoing operational needs.**
  - Many organizations have also embarked on digital transformation efforts to leverage the latest capabilities in improving and integrating business processes within the organization and with outside parties such as their suppliers and customers.
- **IT systems form the digital nervous system of the organization.**
  - Making sure IT systems are operating at a highly effective level is of paramount executive importance.

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Management Priorities

- Pandemic has accelerated management's digital resilience efforts:
  - Need for agility; work from anywhere at anytime as applicable.
  - Need for flexibility; adjust to a multi channel, multi modal method of product and service delivery.
  - Flush out inefficiencies, eliminate silos through increased process integration efforts.
  - Increased customer and supplier intimacy, portal and self serve features.
  - Realization that many changes made will have a longer term effect, new normal, shifts in habits.
  - Improved risk management in an increasingly distributed and collaborative environment.

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Technological Drivers

- Cloud Computing Offerings
- Updated Financial/ERP Applications
- Robotic Process Automation
- Analytics/Management Dashboards
- Cyber/Information Security Considerations
- IT Resources/Capabilities

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10 Signs of Trouble

State of Hardware

KEY WARNING SIGNS:

- Older equipment in service
- Mix and match of brands
- Poorly maintained on-premise servers

RISK IMPLICATIONS:

- Chasing hardware patches/updates
- Ongoing support challenges
- Increased Cyber Risks

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State of Software

KEY WARNING SIGNS:

- Older, non-supported applications
- Several applications from different vendors
- “Excel Hell” phenomenon

RISK IMPLICATIONS:

- Reduced productivity levels
- Software vendor risks
- Increased cyber risks

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Device Management

KEY WARNING SIGNS:

- Ease of using thumb drives
- Ease of connecting to various devices
- Lack of asset tracking

RISK IMPLICATIONS:

- Probable data loss
- Increased system hacks
- Information privacy concerns

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Access Controls

KEY WARNING SIGNS:

- Lax password practices
- Lack of authentication measures
- Poorly defined access privileges

RISK IMPLICATIONS:

- Choppy system performance
- Increased system failure
- Increased cyber risks

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IT Reliability

KEY WARNING SIGNS:

- Frequent system issues
- Above average helpdesk requests
- Unhappy users

RISK IMPLICATIONS:

- Lost productivity
- Low morale
- Increased cyber risks

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User Knowledge

KEY WARNING SIGNS:

- Lack of application knowledge
- Lack of user training programs
- Lack of periodic phishing campaigns

RISK IMPLICATIONS:

- Lower employee productivity
- Increased data errors
- Increased cyber risks

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Cyber Tools

KEY WARNING SIGNS:

- Lack of cyber tools/services
- Lack of a cyber committee/team
- Lack of updated policies/procedures

RISK IMPLICATIONS:

- Revenue Loss
- Brand Erosion
- Litigation Concerns

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Incident Response

KEY WARNING SIGNS:

- Lack of an updated plan
- Lack of IR validation
- Lack of proper cyber insurance

RISK IMPLICATIONS:

- Increased operational interruptions
- Increased revenue/client loss
- Legal implications

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Business Continuity

KEY WARNING SIGNS:

- Lack of updated BC/DR plans
- Lack of periodic testing/validation
- Lack of management awareness

RISK IMPLICATIONS:

- Increased operational interruptions
- Increased revenue loss
- Client relationship impacts

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IT Management

KEY WARNING SIGNS:

- Lack of an IT vision/plan/budget
- Lack of a formalized cyber program
- Lack of accountability/oversight

RISK IMPLICATIONS:

- Poor IT-Business alignment
- Lower performance operations
- Increased cyber risks/system downtimes

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Where Do We Start?

Method to Madness!

CFGR

CURRENT STATE
Understand what you have:
- Systems
- Applications
- Processes
- Resources

FUTURE STATE
Define where you want to be:
- Opportunities
- Threats
- Capabilities
- Weaknesses

GAP ANALYSIS
Shortcomings and options:
- Potential alternatives
- Risks & rewards

ROADMAP
How to get there:
- Plan of action
- Priorities

Concluding Comments

- Given the critical role that IT systems play in every organization's success, following a planned and professional system improvement and management approach would yield tangible benefits while minimizing risks.
- Establishing priorities based on situational requirements and executing in manageable chunks have proven to yield significant results!

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