

BYOD is so last year

Ian Baxter



#LEADit



Introduction

- Who am I?
- Why am I doing this?
- What can you expect from the session?



BYOD - Background

78% of companies say there are more than twice as many personal devices connecting to corporate networks now than co

Mo
(So

t personally owned devices.

66% of workers say

by.(Source: Gartner)

Less than 10% of orga
their network.(Source:(

aged. (Source: Ovum)



46% of people who allow others to borrow their devices (Source: IBM)

37% of employees haven't activated their auto-lock feature.
(Source: Gartner)

Devices

BYO DESKTOPS & LAPTOPS ON THE DICE

While BYOD adoption has increased for smartphones and tablets, desktops and laptops are still the most common devices used in organizations.

In 2014, organizations predicted to use BYO desktops and laptops will increase from 18% to 25%, while tablets and smartphones will continue to grow.



BYOD IN 2014

Tablets



Smartphones



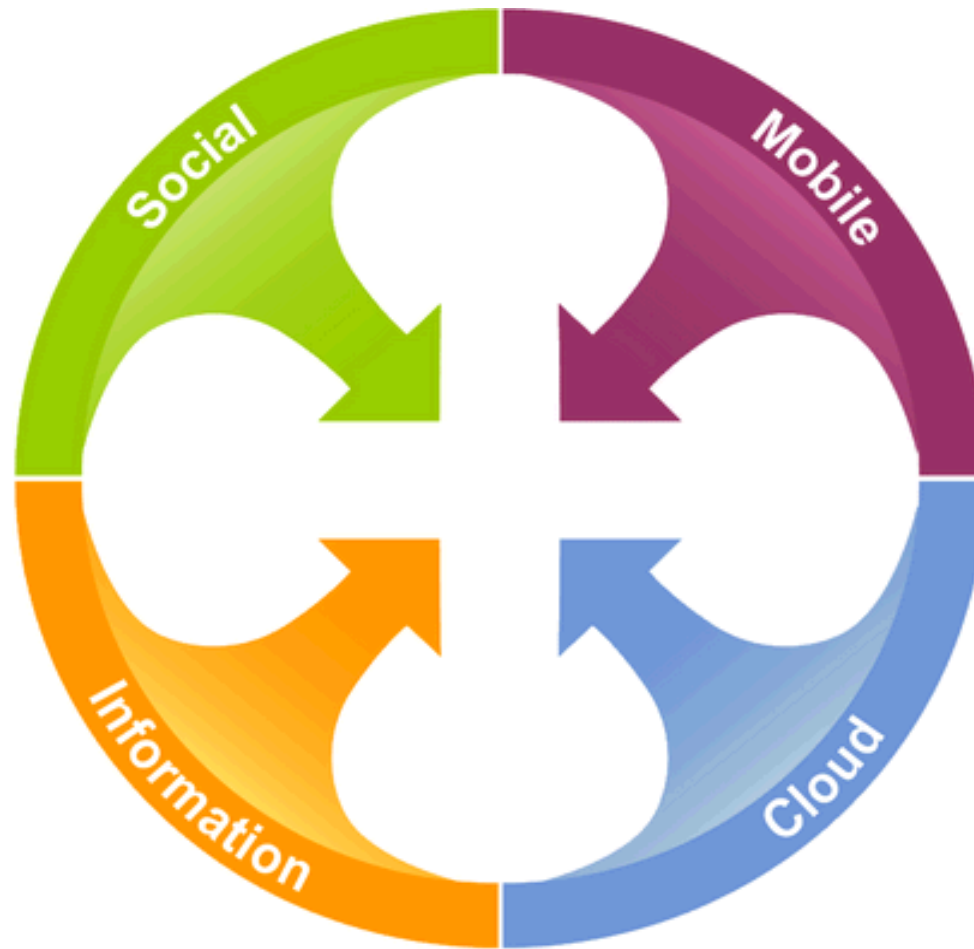
Desktops/Laptops



What have we been doing all these years?



What is happening?



What have app's ever done for us



So what does this mean

- A rethink in behavior





Categorise your applications

- Systems of record
- Systems of differentiation
- Systems of innovation



Systems of Record

- Vendor Managed
- Highly Available
- Strong knowledge base
- Strong automation
- Waterfall deployment
- Strong process governance



Systems of Differentiation

- Competitive advantage
- In house managed
- Some documentation
- Weak Knowledge base
- Agile development
- Light touch processes



Systems of Innovation

- Fail Fast
- Anarchy
- No process



Social IT

- Empowering users
- Is the Service Desk dead?
- How do we reinvent ourselves?



Service Desk

- Application specialists - SoD
- Helping people to help themselves - SoR
- KNOWLEDGE!!!!!!



Service Delivery

- The desktop environment will be managed by vendors and users
- Junior SDM's – SoD, Sol
- Business solutions



Action Plan

- **Monday Morning**

- Accept that this is going to happen
- Do not get hung up on the policy!
- Stop, and think about what 3-5 years ahead looks like
- Start to categorise your applications
- Build process, knowledge structures and categories around these applications



Additional Resources

- Google is your friend