

Maximizing Information Technology Value



Diamonds in the dust
Crafting your future landscape
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I.T. versus bridges



Engineers do NOT design bridges to stand up



**Engineers design bridges NOT to
fall down**



Vision



Angus Struan Robertson

Experiencing failure



Information technology



An industry in crisis

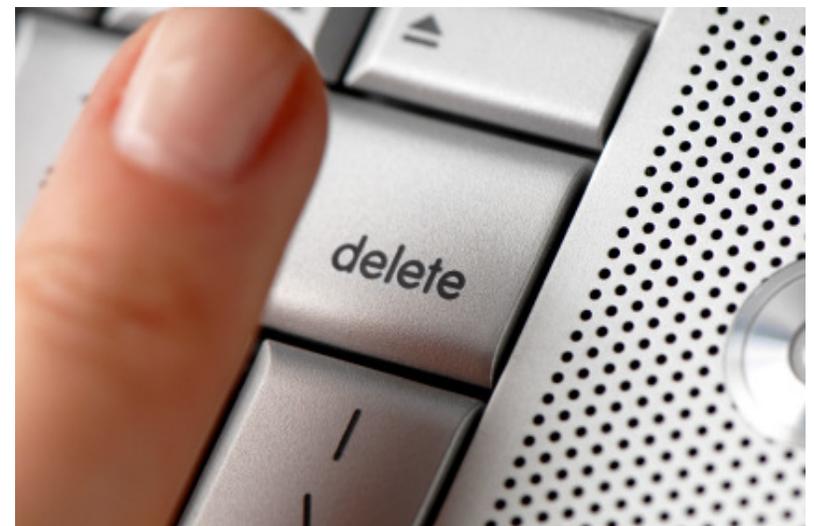


“19 out of 20 E.R.P. (business system) Implementations do NOT deliver what was promised”

Extreme failures



1. Seven years and half a billion dollars -- international chemicals company
2. \$400 million -- multinational shoe corporation
3. Multinational entertainment giant -- \$878 million
4. Major supermarket chain -- \$195 million



Business system failure can trash your business



“The next corporate disaster waiting to happen”



Y2K

There is a need for a new approach



What is NOT an engineering approach?





“Restore the integrity of the number plate to fulfil its true functions which are the vehicle’s ID book and a law enforcement tool.”



NEWS FRIDAY JUN

Mixed messages on new veh

BY BALDWIN NDABA

Gauteng's roads MEC has come out in defence of his decision to change Gauteng vehicle number plates, a move said to make speed-trapping easier.

Motorists will have to pay for new plates, starting from January.

Ignatius Jacobs came under attack from the Democratic Alliance when he declared his intention during the presentation of his budget in the Gauteng Legislature on Tuesday.

James Swart, the DA spokesperson on transport, said the system, which Jacobs admitted

was not subject to wide consultation, was likely to become another eNatis nightmare. Reacting to the accusations, Jacobs said: "The aim of the new intelligent number plate is to provide Gauteng with a variety of applications, to increase efficiency and effectiveness in all areas of operation, and effective law enforcement."

Detailing what he classified as advantages, the new system would:

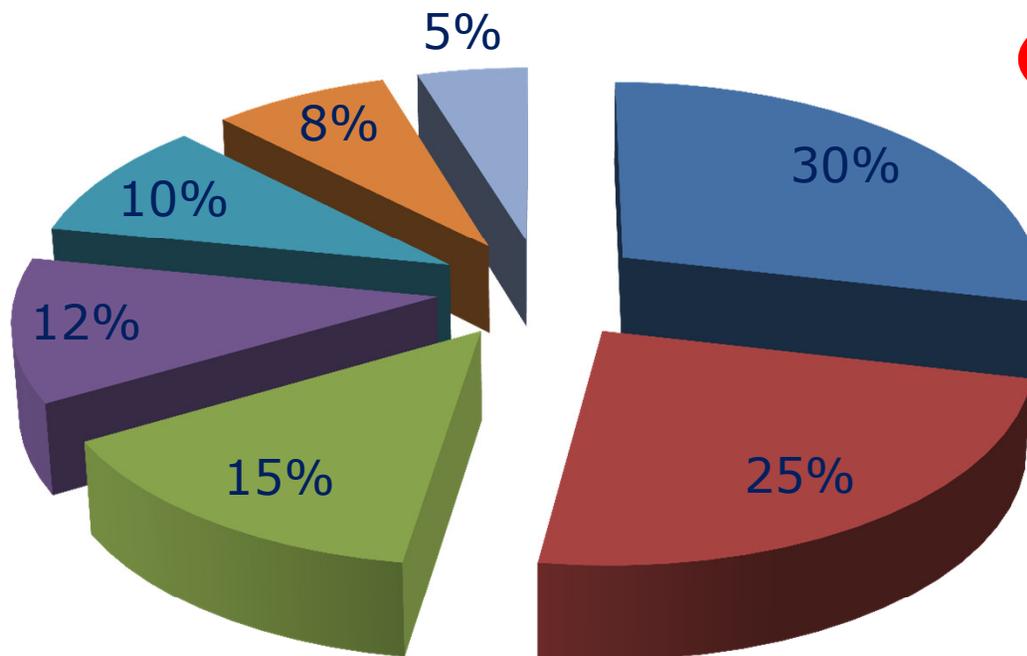
tronic tag to control the number plate distribution channel to combat the indiscriminate manufacture of both compliant and non-compliant plates (each plate will be unique).
 ■ Restore the integrity of the number plate to fulfil its true functions, which are the vehicle's ID book and a law enforcement tool.
 ■ Prevent deviation from the set national standards.
 ■ Prevent vehicle crime such as theft, vehicle cloning and the

false issuing of all types of vehicle documents.
 ■ Ensure effective use of plates to spot non-compliant vehicle without inconveniencing compliant vehicles.
 ■ Prevent the issuing of false plates and licence discs to export stolen vehicles, a major challenge for law enforcement agencies.
 ■ Prevent the use of false plates to disguise vehicles used in crimes.
 ■ Prevent the duplication of





Factors causing IT failure



1. IT Mythology -- 30%

2. Lack of executive custody -- 25%

3. Poor strategic alignment - 15%

4. Lack of an engineering approach -- 12%

5. Poor data engineering -- 10%

6. People issues -- 8%

7. Technology issues -- 5%

**The value of technology is determined
by the person using the technology**



Technology is only 5% of what causes failure



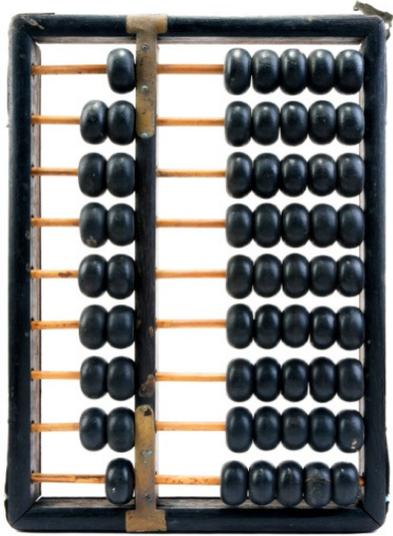
**Software defects CAN be prevented
Take a stand**



Is IT moving so fast you cannot keep up?



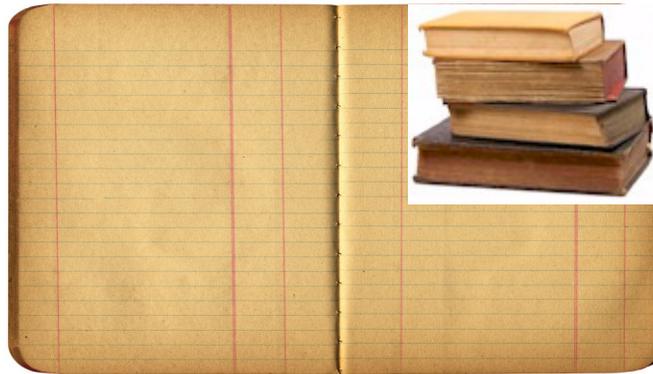
What is IT? REALLY?



```
End Sub  
End Sub  
Private Sub tbToolBar_ButtonOn  
On Error Resume Next  
mTimer.Enabled = True  
Case Button.Key
```



```
100101010  
10 101010  
100100101  
10010 10  
10100101  
1 010101  
10101
```



People create value



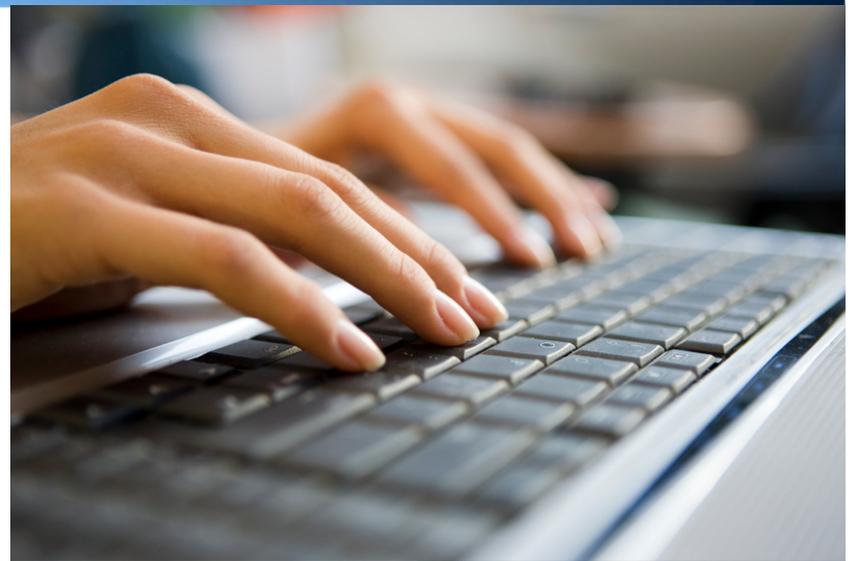
Unlocking IT value



Staff



1. Most elementary business IT skill?
2. Boots in the mud socialization
3. Speak business language
4. Sustainable staffing
5. The customer is the reason for your day
6. Clean up your data



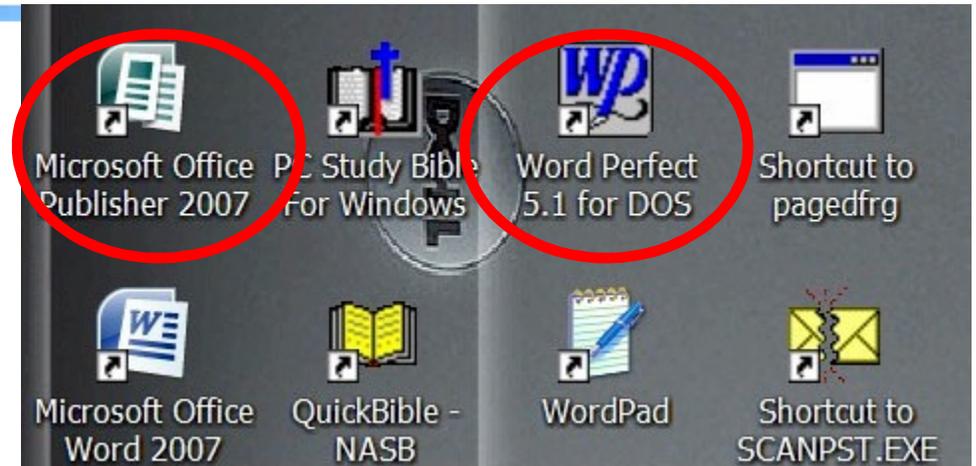
"the customer is NOT an interruption of your day the customer is the reason for your day"



Policy



1. Hand-me-down principle
2. Long term partnership (20 years) with business system suppliers
3. Business focus



Leadership



1. Executive custody is critical
-- **50% leadership**
2. "Business systems department"
instead of "IT department"



Strategic alignment



1. Essence of why the business exists and how it thrives
2. Model the business in the configuration from a strategic perspective
3. Data engineering



Tactics -- things right



Strategy -- doing the right things

Data – from chaos ...



Item number	Itp	Name
T.PM	1	TEMPLATE - PLANT MAINTENANCE
T.PM/RC	11	TEMPLATE - PLANT MAINT ROTABLE
T.SR	8	TEMPLATE - SERVICES
T.TE	4	TEMPLATE - TOOLS AND EQUIPMENT
T-BAR 3/4"	SP	T-BAR DRIVE 3/4"
T-915	SP	FILTER
T-916	SP	FILTER
TABLE B/ROOM	SP	OAK 8 SEATER B/ROOM TABLE
TAPS 6MMx30MM	SP	HOLE TAPS 6MMx30MM
TAILER INGOT 20	PL	20t Ingot Trailer
TAPE POWERLOCK	SP	TAPE POWERLOCK 5M 503E
TAPE THREADED	SP	TAPE THREADED
TAPER BUSH	SP	TAPER BUSH
TAPMATIC	SP	TAPMATIC CUTTING FLUID
TAZZ 130	PL	PASS VEH,TOYOTA TAZZ 130
TCM	PL	TCM FD5019 Forklift
TECON MKIII	PL	ROLLER,TECON,MKIII
TEFLON HOSE 1.7	SP	TEFLON HOSE 1.700 MTR
TELELOGGER	PL	EXAVATORS,TELELOGGER
TEMP. UNIT	SP	TEMP. UNIT
TEMP-EWS	EW	TEMPLATE - ENGINEERING WORKS
TEMP:ADMIN	AD	TEMP:ADMIN
TEMP:ADMIN(STK)	AD	TEMP:ADMIN(STOCK)
TEMP:BM_CON_DAT	8	TEMP:BM CONTRA DIESEL ATTENDAN
TEMP:BM_CON_ELE	8	TEMP:BM CONTRA ELECTRICITY



... to order



Example of simple hierarchically structured data table

C.	ORDER CANCELLED
CC	Order Cancelled Credit Control
CS	Order Cancelled by Consumer
CT	Order Cancelled by Customer
D.	DAMAGED OR DEFECTIVE
DF	Defective Product
DM	Damaged Product
DP	Damaged Packaging
DT	Consumer Complaint
P.	PRICE ERRORS OR DISCONTINUED
PD	Discontinued
PI	Incorrect Price
S.	SUPPLY ISSUES
SD	Order Duplication
SF	Customer Non-Franchise Holder
SI	Incorrectly Supplied
SK	Overstock
SL	Late Delivery
SO	Oversupplied
SV	Not in Customer Inventory Master
T.	USED AS TESTER
TT	Used as Tester
Z.	OTHER
ZN	Not Known
ZO	Other

Call to action

Three actions?



1. Defects are entirely preventable
2. IT is NOT magic do NOT abdicate your intellect
3. Design AGAINST failure
4. You DO understand IT
5. Slow IT down to your speed!
6. Align IT with the essence of your business (strategy)
7. CEO custody and leadership are critical– take charge

If you do not act within 48 hours you probably never will – act TODAY! 😊



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Design IT solutions like bridges ... To last



Psalm 136:5 "To Him who by wisdom made the heavens, for His mercy endures forever;"



Questions?

Acknowledgement and dedication

Clients, associates and staff

Father and mother Angus and Thelma

Children Alexandra and Struan

Fiona, Sandi, Ingrid, Sandra, Teresa,
Helena, Julie and Maria

To the glory of the Eternal Creator

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Finding the missing pieces of your I.T. and strategy puzzles