

WTN MEDIA

FUSiON2008

Bridging IT and the Business

Introduction:

Ron Kraemer

CIO

UW Madison

Keynote:

Stephen Savage

CIO

CA Inc.

This session sponsored by:



› Bridging IT and the Business

Stephen C. Savage
CIO
CA, Inc.

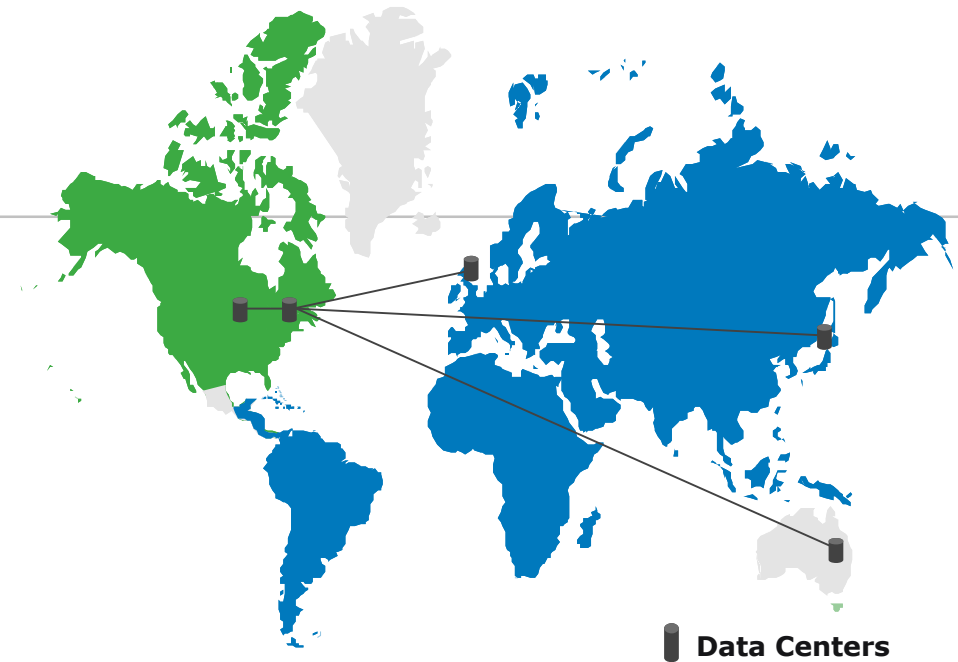
Agenda

- > Role of CIO
- > Challenges in Today's Environment
- > How IT Governance Can Help
- > Questions and Answers

CA At-a-Glance

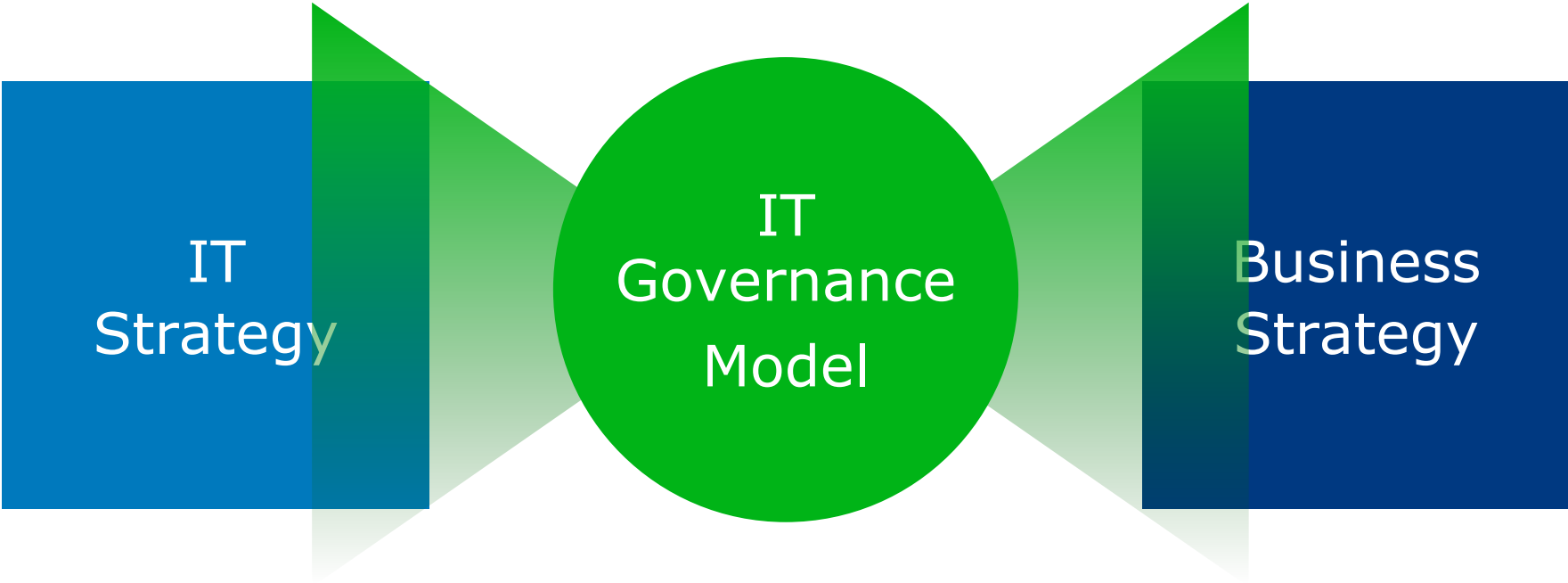
> Company Overview:

- 30 years successfully delivering software & services to optimize IT performance
- 30k+ customers; 1k+ where CA works with and/or supports SAP landscape
- Leading market provider of Infrastructure Management Software
- \$3.9B Revenue
- \$13.5B market capitalization
- \$700M annual R&D investment



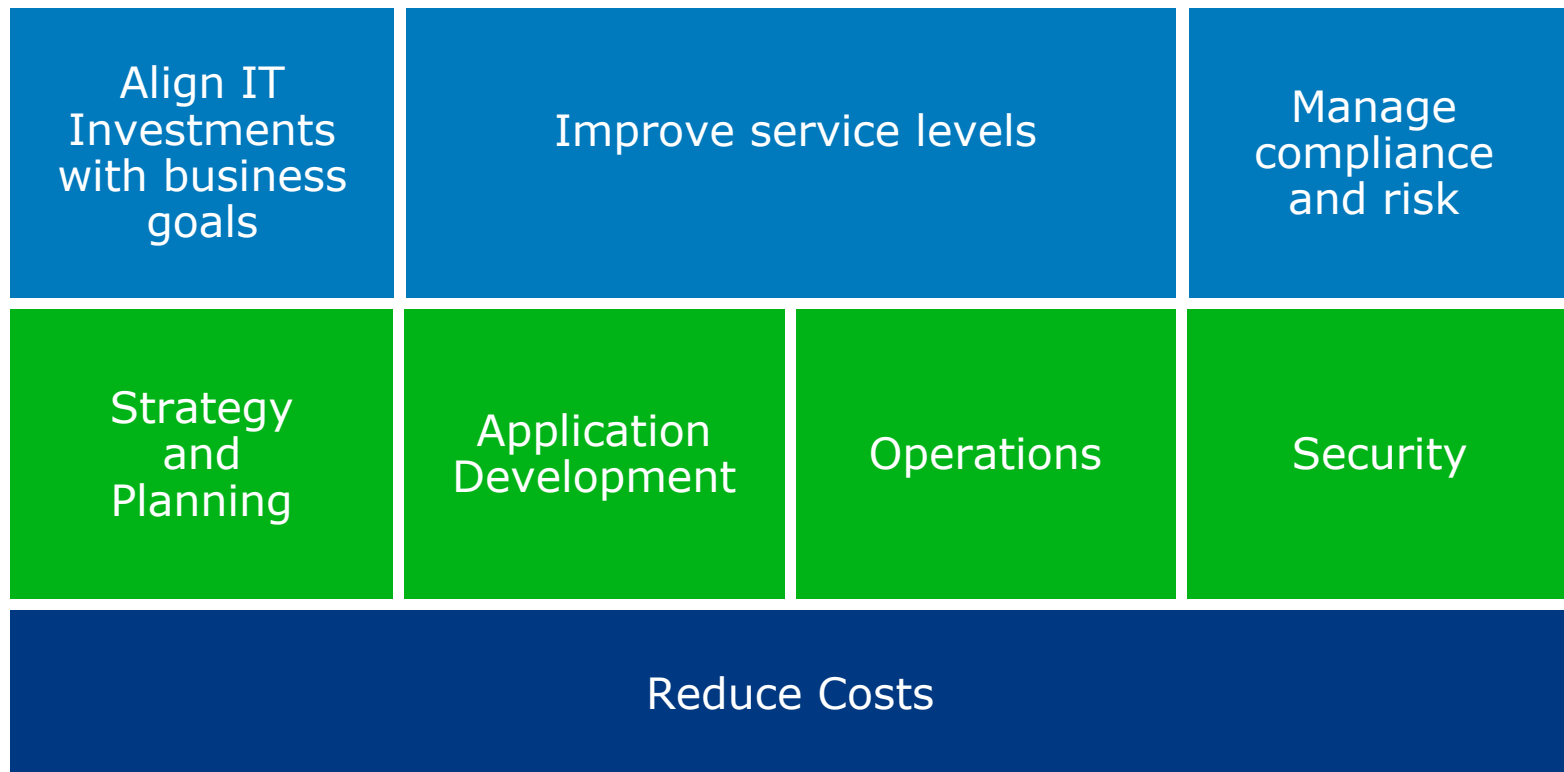
- 15K+ employees, 200 offices
- 27K+ PCs
- 40,000+ network devices
- 1,300+ production servers: *Linux, Unix, Windows*
- 4 IBM mainframes: 20+ LPARS, 15K MIPS
- 1,500+ voice and data circuits worldwide
- 150+ Phone systems
- 300+ routers and 465+ switches
- 600+ TB of array storage
- 680 Applications
- Managed from Central Command Center

The New CIO Helps Shape and Drive the Business



The CIO Challenge Has Multiple Dimensions

Drivers to Ensure IT is an Engine for Competitive Advantage



Challenges That Impact Our IT Architecture

Mobile Employees

- No fixed terminal behind a firewall
- Use tools they are comfortable with to get the job done in a secure sandbox

Knowledge Management & Collaboration Tools

- Privacy issues
- Data management & retention
- eDiscovery

Acquisition Integration

- Business is not always patient
- Aligned approach to IT- new concept that needs to be accepted



IT Governance



An integrated and comprehensive approach to IT Governance will help drive world class IT management practices

Governance Model

RESPONSIBILITY

MEMBERS

Strategic &
Financial Planning

Investment Council

CIO
CAO
CFO
COO

Application Architecture
Integrity &
Operational Priorities

Integration Committee

Global Business Process Owners
Business Relationship Managers

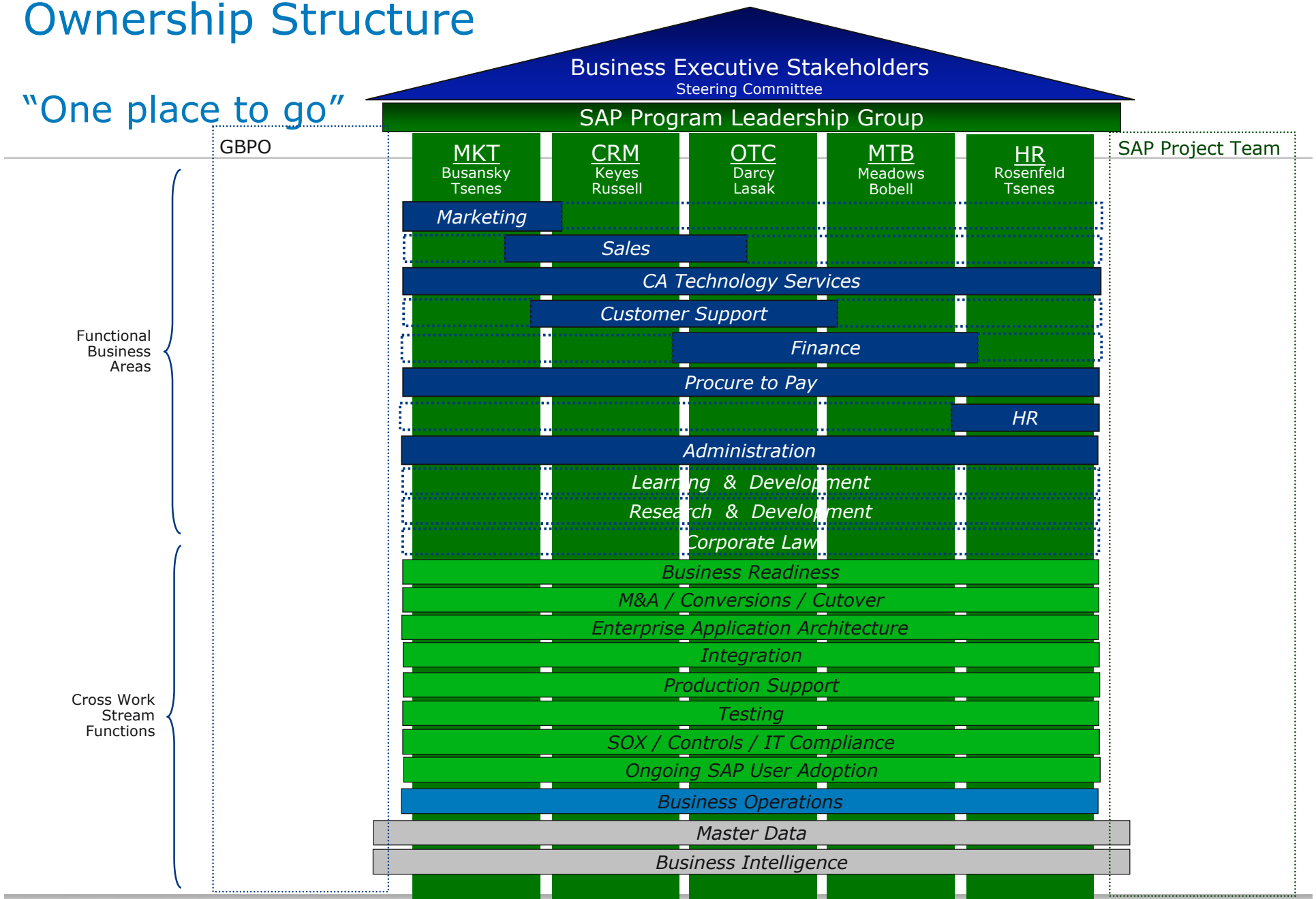
Idea Origination

Ownership

Business Process Change Advocates
Business Relationship Managers

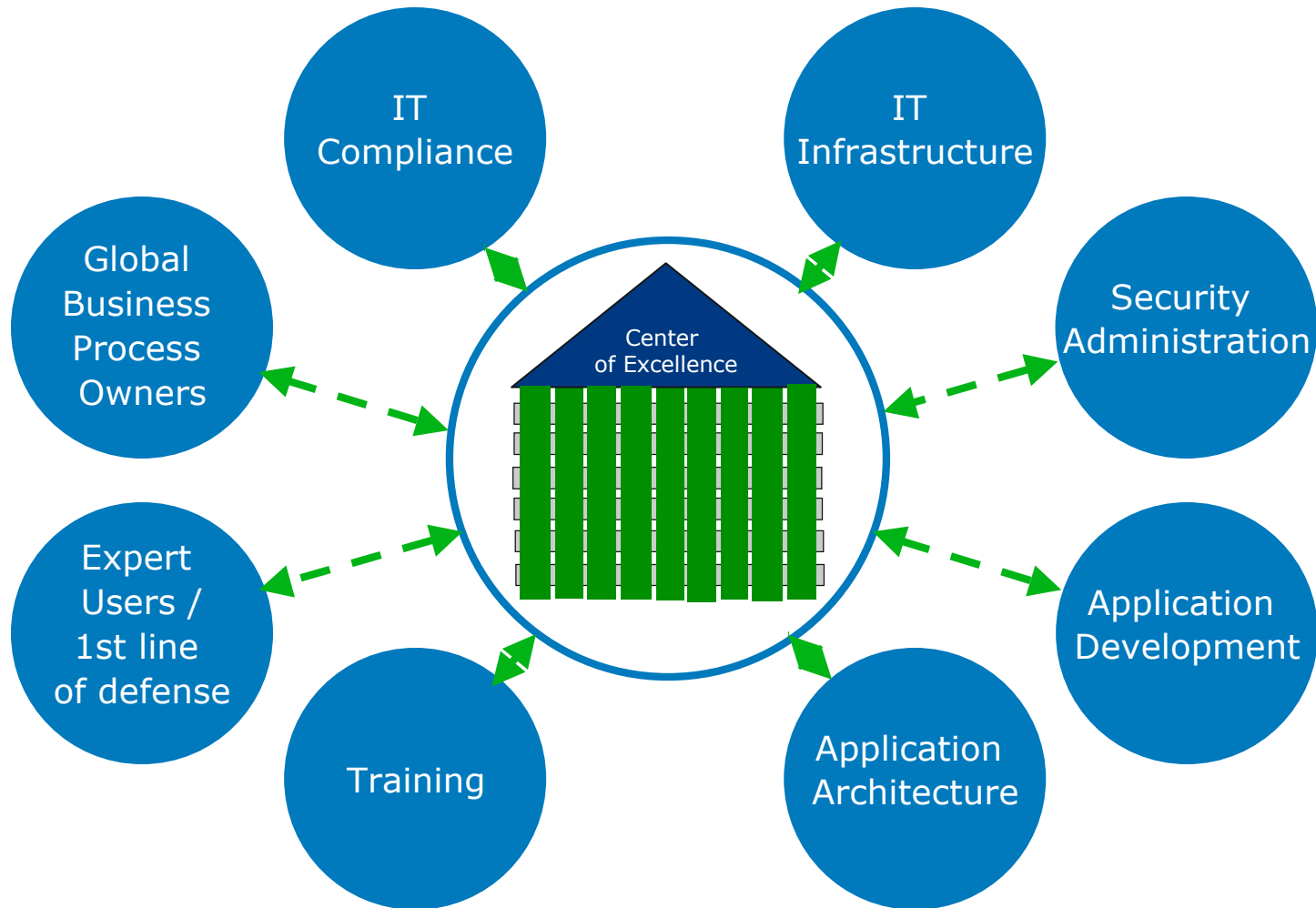
Ownership Structure

“One place to go”

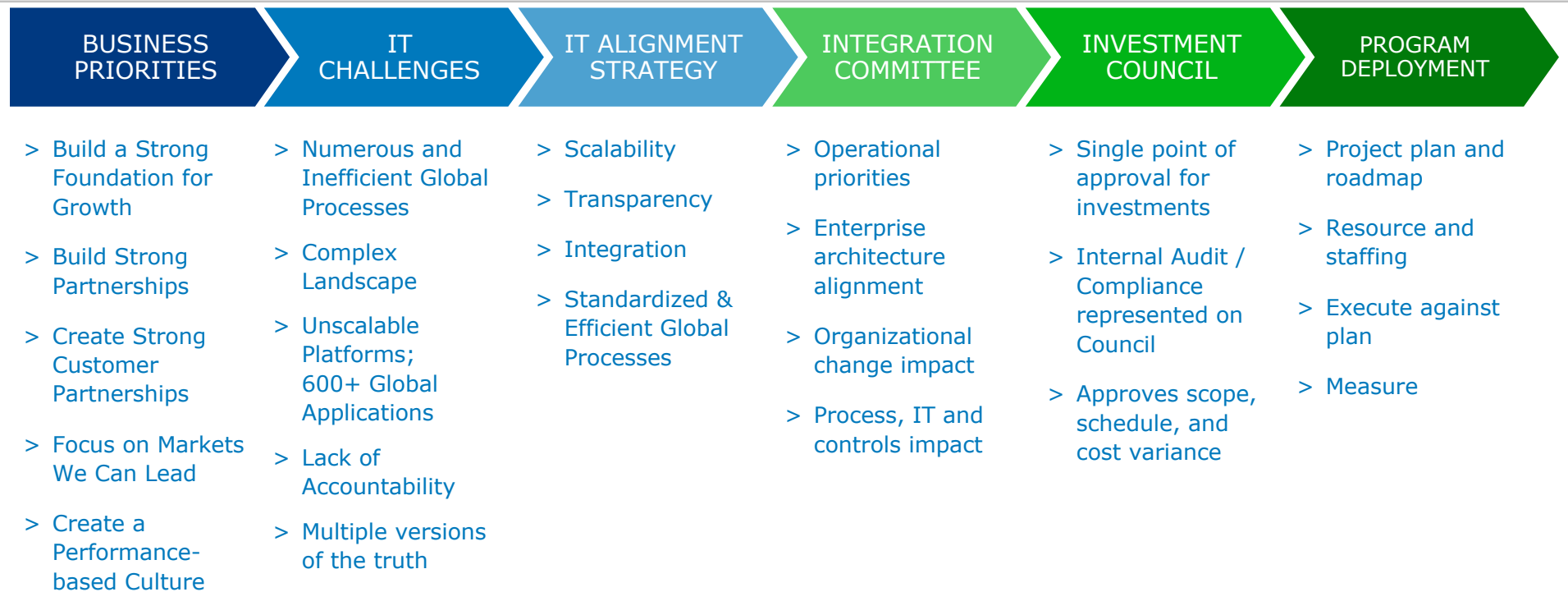


Integration and Operational Consideration

Tight integration is required with the followings teams



Project Governance Life Cycle



The success of the life cycle depends on each area working in unison

Benefits We Are Seeing

BUSINESS & IT ALIGNMENT

- > **Transparency into business needs**
- > **Demand management**
- > **Prioritization**
- > **Balanced scorecard metrics**
- > **SLA's**

GLOBAL RESOURCE PLANNING

- > **Prioritization of funds and resources**
- > **Scalability**
- > **One system of record**

EXECUTION & GOVERNANCE OF IT

- > **Steering/integration committees**
- > **Standardized & efficient global processes**
- > **Sustainable**
- > **Compliant**

Transformation Retrospective

REASON

- > Disparate IT Infrastructure
 - Over 600 Systems
 - Information / Data / Reporting Inconsistencies
 - Compliance / DPA
- > No Transparency
- > Not Scalable

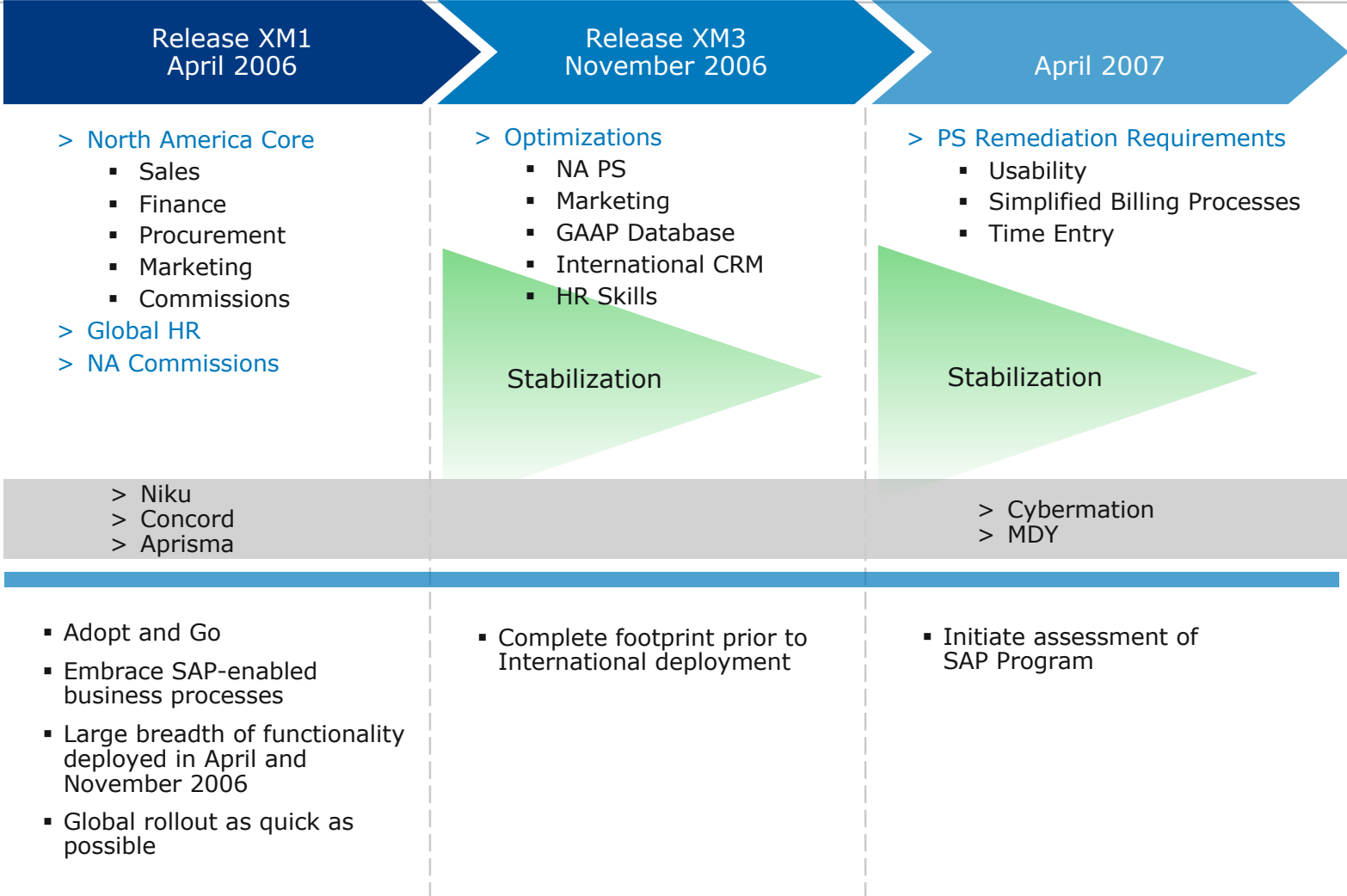
DECISION

- > CA chose ERP Strategy
 - SAP as the Service Provider

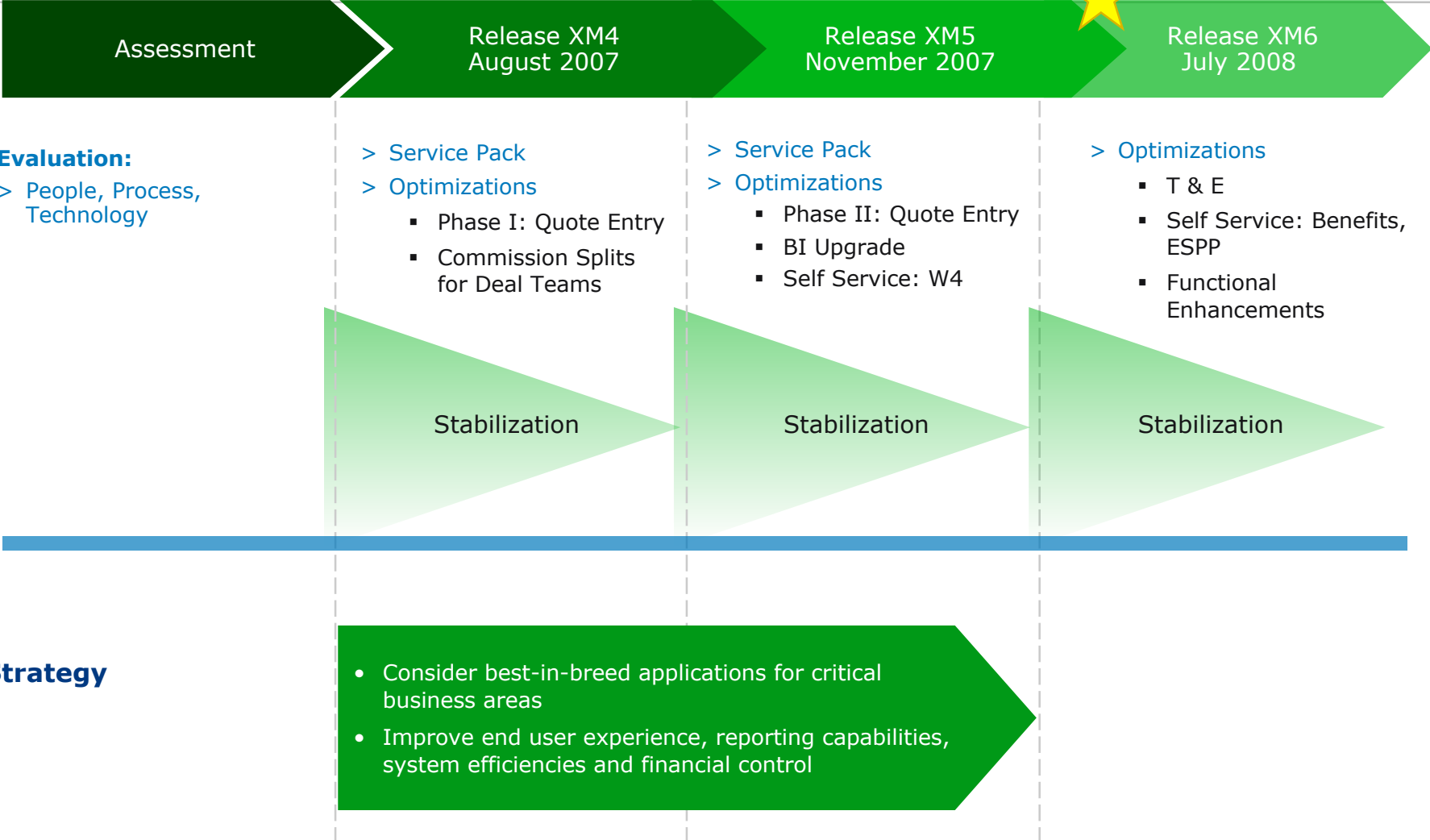
BENEFITS

- > Cost Reduction
(Legacy System Retirement)
- > Regulatory / Audit compliance
- > Vendor and IT Skill Consolidation
- > Robust / Flexible IT Architecture
- > Platform for Growth

SAP To-Date



SAP To-Date



Lessons Learned

- > Establish life-cycle roll-out strategy/plan
- > Improve project/program governance
(Business driven-> IT enabled)
- > Improve user adoption
- > Establish KPI/BI strategy
(management/operational reporting)
- > Establish corporate wide Master Data strategy and tools
(not just SAP)
- > Address functional areas in a transformational approach
(continuous improvements)

Questions and Answers