



# Techtonics Roadshow

April - June 2015

Wellington, Hamilton, Christchurch



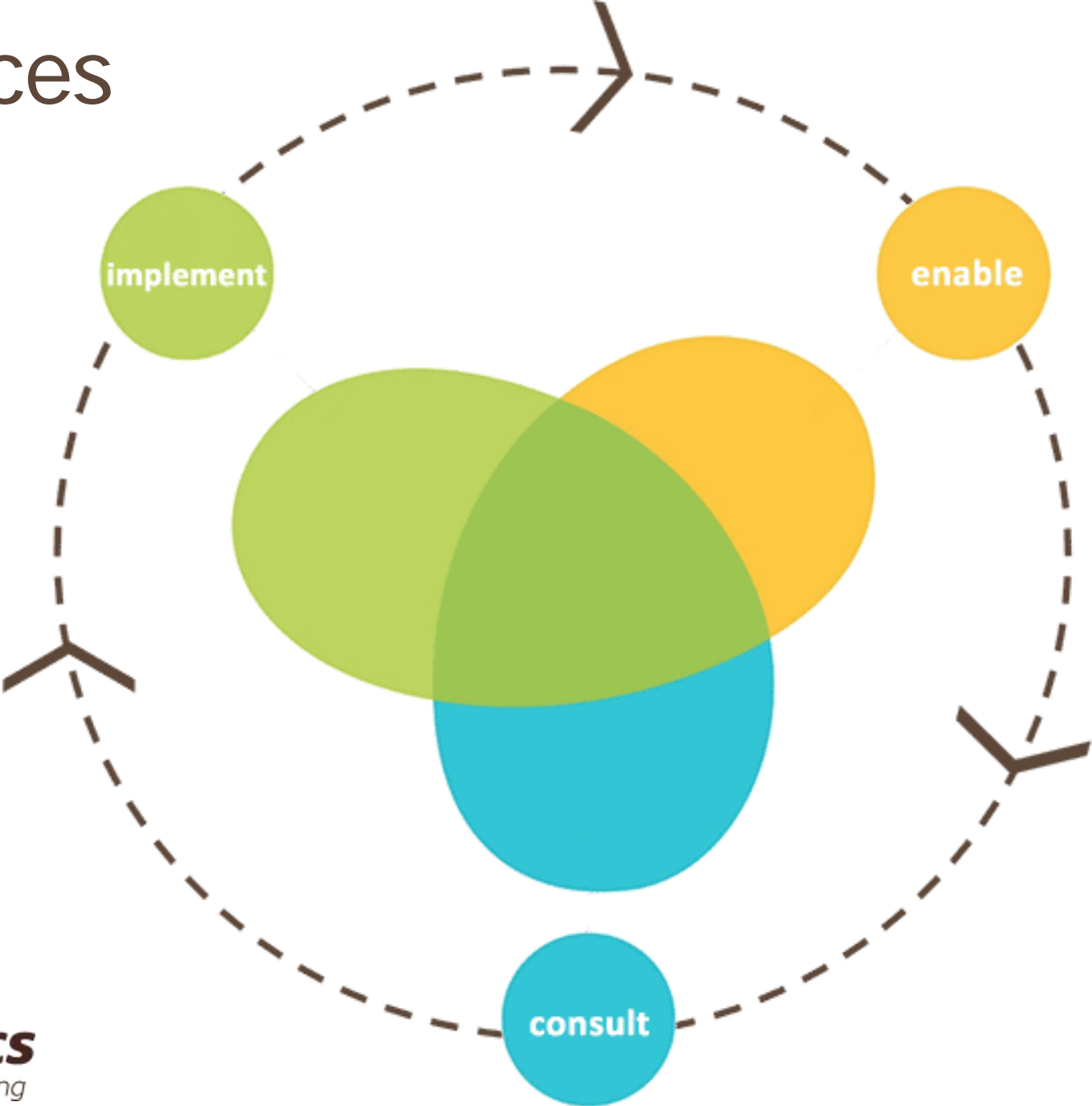
# Introduction to Techttonics



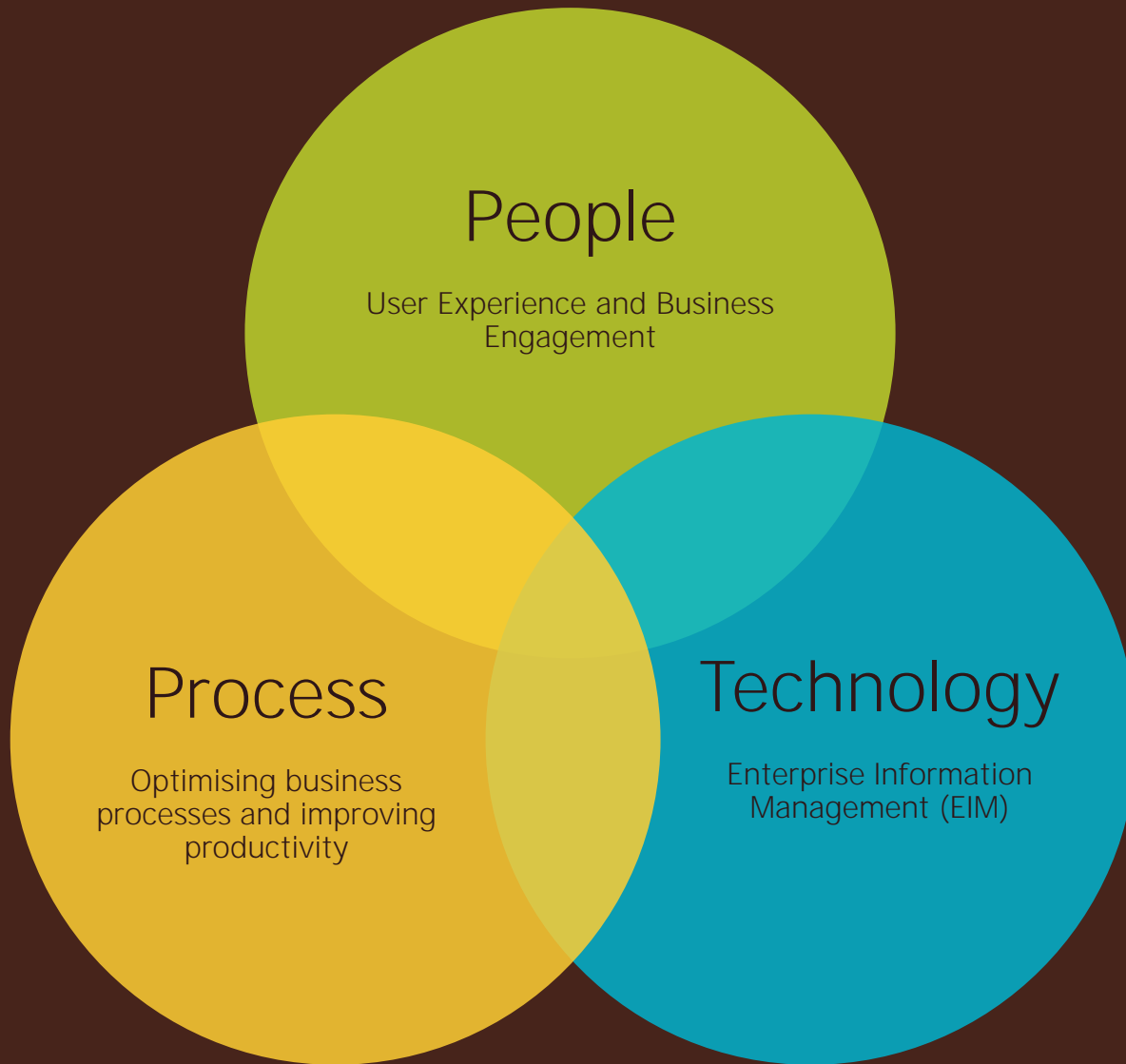
# Techtonics Overview

- NZ owned and operated since 1987
- 30 staff
- Wellington, Auckland and Hamilton
- 50+ customers throughout NZ
- Focussing on long term partnership, collaborative approach with our clients and continuous improvement

# Our Services



# Our Approach



# Techtonics' Information Management Framework



# Prioritisation of Tasks

- Assessing the solution and your investment
- Forward looking Focus
  - Governance and Structure
  - Strategic Deliverables
  - Keeping the lights on
  - Health Check
  - Rapid Change



# Understanding Your Business

Policy &  
Standards

Roles &  
Ownership

Enterprise  
Taxonomy

Single  
Document  
Repository

Search

Physical  
Documents

Collaboration

Training





# More than keeping the lights on

- Ongoing Support
- The right Governance and Focus
- Agile approach to meet changing business needs and demands



Effective, reliable solutions  
delivered quickly and  
kept current to changing needs.



# NOW: IM Strategy vs. IM Reality




**Monica Greenan**  
Senior Information Management  
Consultant



# IM Strategy v IM Reality

Monica Greenan





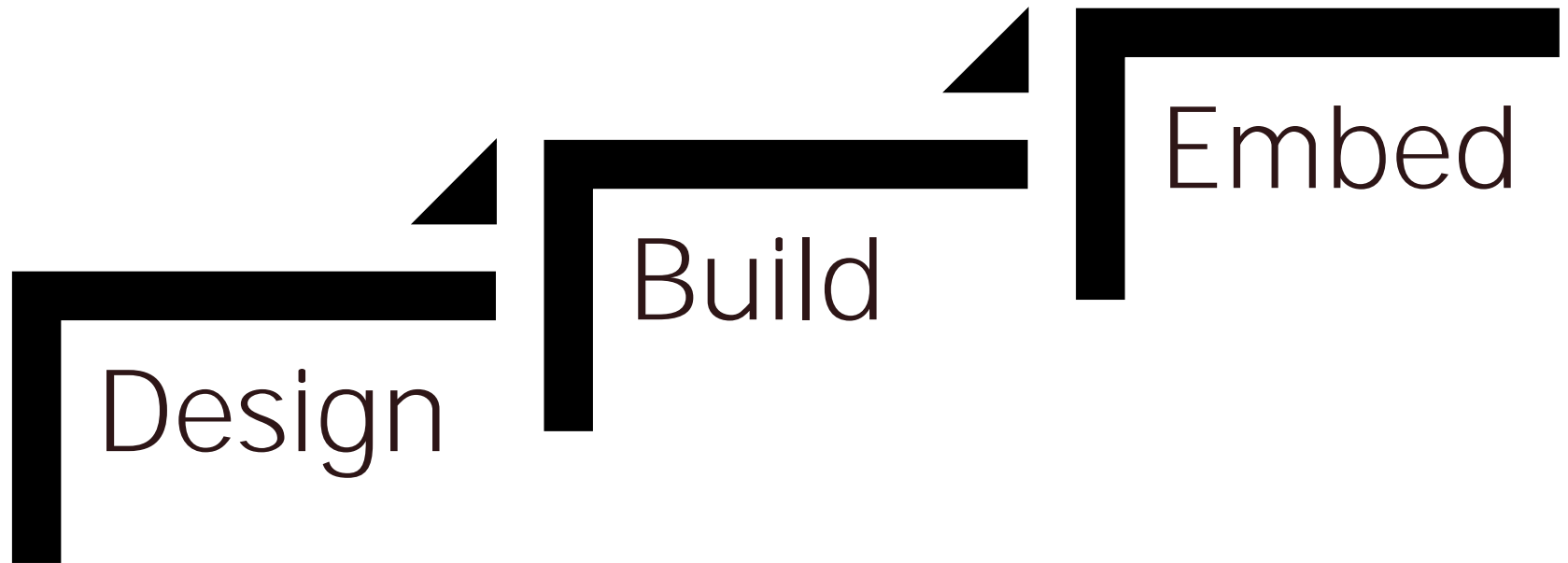
Information  
Management  
Strategy



Information  
Management  
Reality



# Bridging the gap



The strategy is not the end product



# Information Management Strategy Dangers

- Failure to face reality
- Bad strategic objectives (don't reach for the stars...)
- Fluff
- Wrong or missing ownership framework



# Information Management Reality

- Operational constraints (real and perceived)
- Other strategic noise (including competing strategic aims)
- Organisational culture (learnt behaviour)
- Business as usual
- Competing demands on information (e.g. increased security vs increased mobility)
- Staff vs governance
- Change







# Strategic Informers

- Strategic Environment
- Information Environment
- Stakeholders



# Information Risk

- Risk Checklist
- Risk Categorisation
- Risk Profiling



# IM Benefits Realisation

Benefits should pass 4 tests:

- **Description** – what precisely is the benefit?
- **Observation** – What verifiable differences should be noticeable between pre and post implementation of change?
- **Attribution** – Where will this benefit arise? Can IM work claim its realisation? Is the ownership of delivering the change clear and agreed?
- **Measurement** – How and when will the achievement of the benefit be measured?



INFORMATION  
GOVERNANCE

INFORMATION  
SECURITY

INFORMATION ASSET  
MANAGEMENT

# IM Policy Framework

RECORDS  
MANAGEMENT

BUSINESS  
CONTINUITY  
MANAGEMENT

ACCESS AND USE  
MANAGEMENT

DATA  
MANAGEMENT



# Embed the strategy - examples

- Communications plan & Key Messages
- News – improvements / developments
- Relate / fund projects
- Distillation – what does the strategy mean to each business unit (e.g. KPIs)
- Job Descriptions & Performance development
- Events
- Resourcing
- Format



# The Organisation

- Do employees understand how their work relates to the strategy?
- Where and how do discussions about strategy take place?
- Are a majority of your employees engaged? How do you know?
- What works best for your organisation? Is it the same as what works best for you?



# Looking forward

- How do you know projects and initiatives will produce the outputs you want?
- What are the major constraints to change? Have you understood all of these?
- Are you in fire fighting mode or in a position to move forward?
- What does success look like?
- How will it be measured?
- What is the review process?





Questions?

# Monica's top tips:

1. Involve as many people as possible
2. Ensure future initiatives are linked the strategy
3. Make it relevant to your stakeholders





# NOW: Business Continuity in a Digitally Disrupted World



**Jeremy Gray**  
Senior Information Management  
Consultant



# Business Continuity in a Digitally Disrupted World

Jeremy Gray





Business Continuity  
is one of the  
**top three**  
project areas planned  
for the 2014-2015 period

# Objectives

- To demonstrate
  - This is a mind set
  - Size and differences matter
  - Your time is Now!





# Objectives

- To understand
  - Approach
  - Importance of customers, employees and business partners
  - Events



# What is...

# Digital Disruption?



# What is...

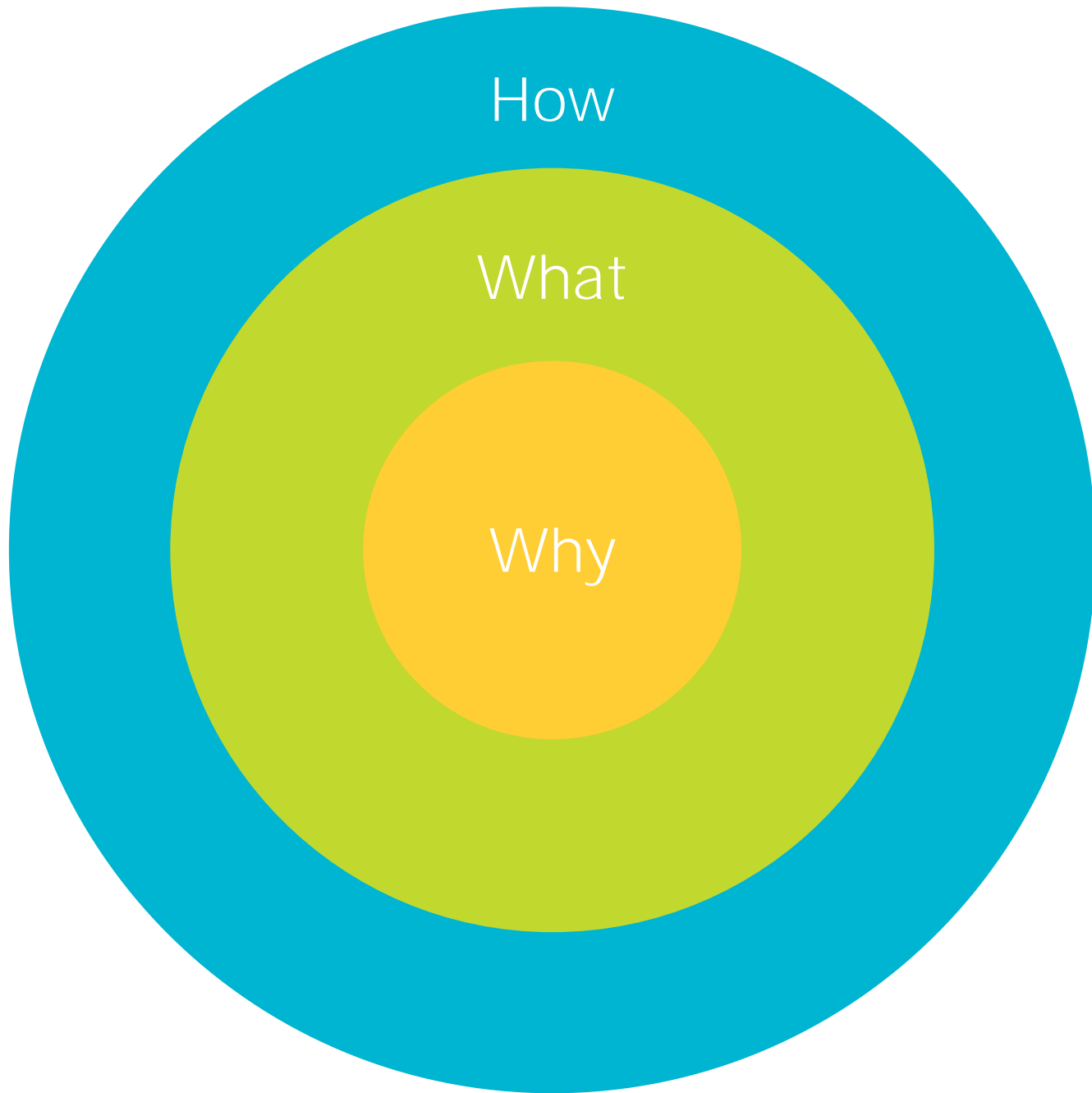
# Business Continuity?

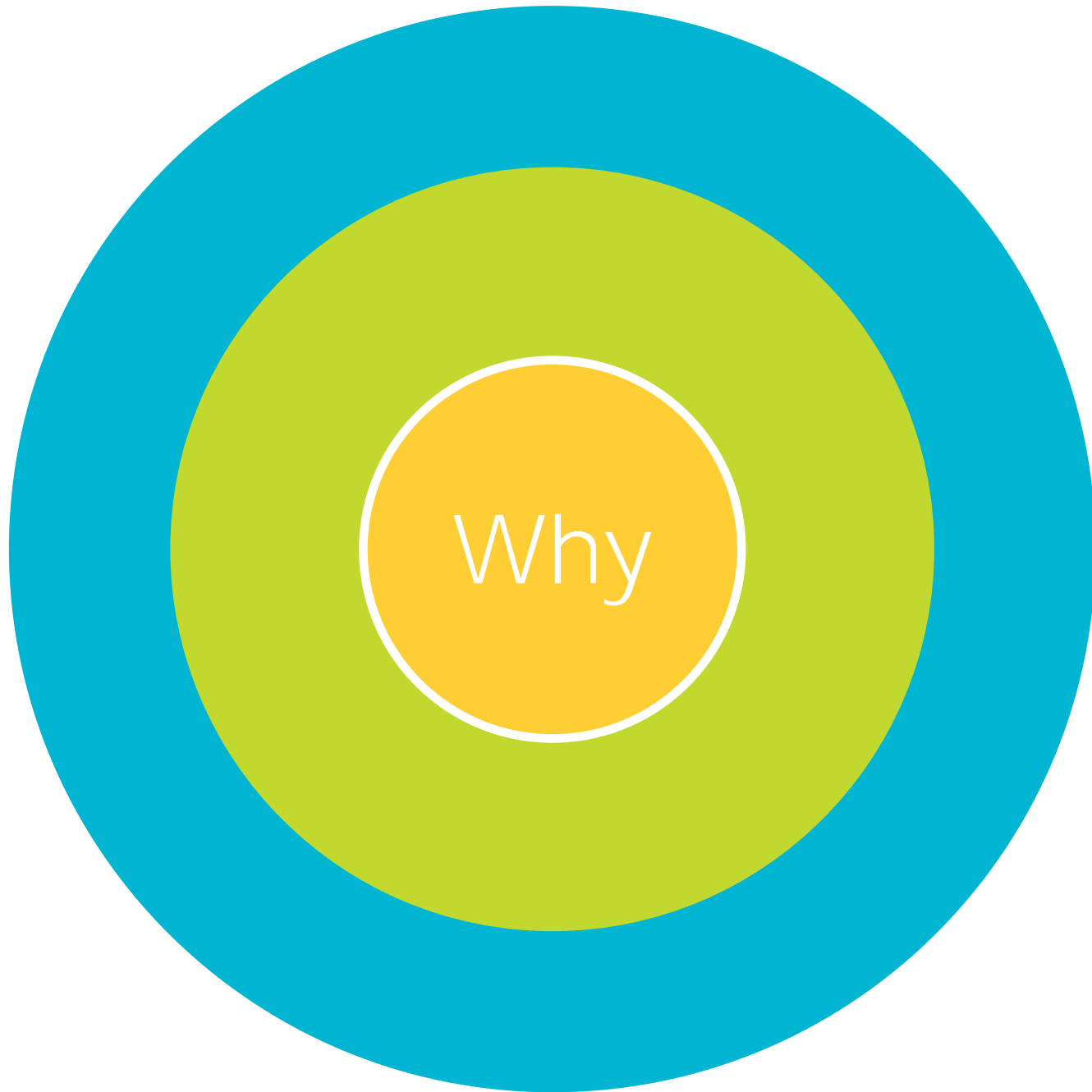


Examining Business Continuity in a  
Digitally Disrupted World:

# The model







# Your Organisation



Resources



Customers



Business Partners/  
Suppliers



Your  
Business



Culture



Tools



Information/Content



Risk



Digital  
Disruption

# Today's Environment

- Snowballs and Icebergs!
- Consumer expectations
- Technology and tools
- What is important to your organisation?
- Your plan?



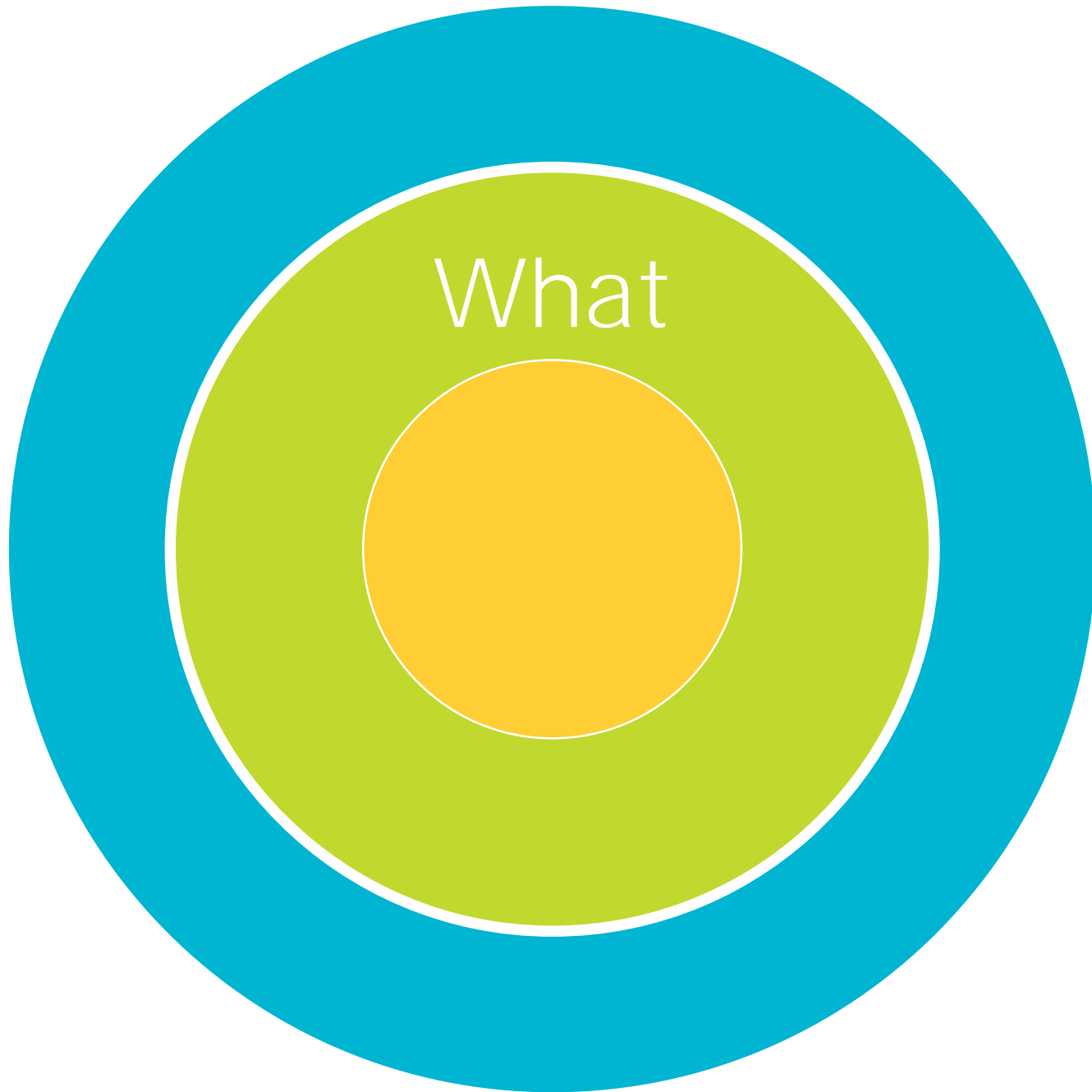


# Wellington CBD Closed!



# In Recent Times





# What

- Our People
- Business as Usual
- Architecture



# Our People

- Investment
  - Includes your customers, business partners and suppliers
- Culture
  - People management, change leadership, communications and education
- Feedback loops



# Business As Usual

- Business continuity is business as usual
- Build it into normal operations
- Use digital disruption
- Shadow IT?





# Japanese Tsunami 2011



Pray for **Japan**

II.3.2011

# Architecture

- Business driven
- Your people
- Enterprise architecture
- Your customers, information and business

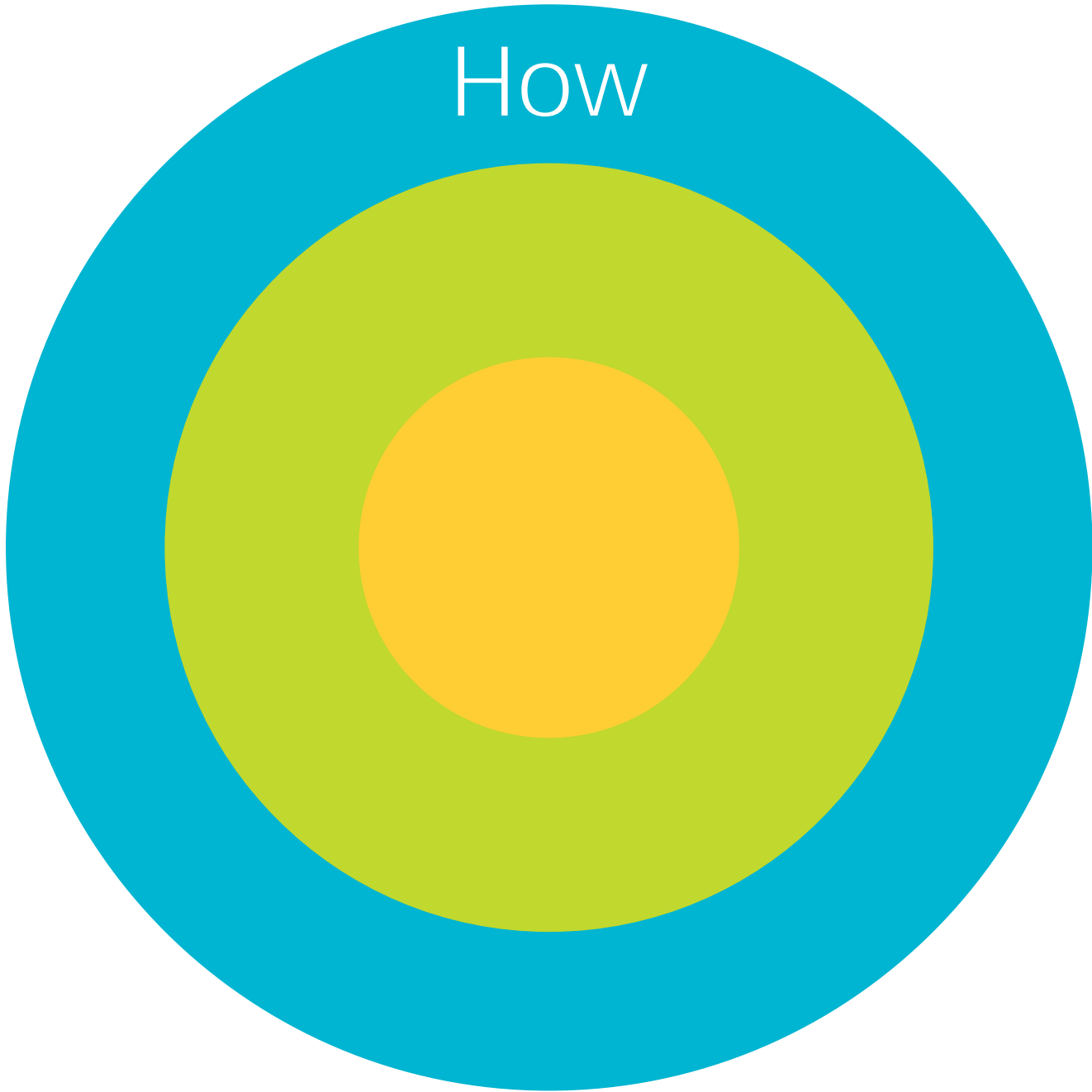




# The Lights Are On...



How



# How

1. Identify the benefits
2. Weight up the risk
3. Build it in
4. Identify your trigger points
5. Use your toolsets



# Identify The Benefits

- Business drivers
- Value
- Realisation



# Risk. Weigh It Up

Likelihood



Consequences



# Build It In

- Benefits
- Budgets
- Operations



# Build It In

- Adoption and responsibility
- Projects / programmes of work
- Testing



# Know The Trigger Points

- Is digital more visible?
- Small or large event?
- Gaps and feedback cycles





# Know The Trigger Points

- An event!
- People, processes and decisions
- Real implications



# Using Toolsets

- Smart devices
- Search and discovery
- Data science
- Multiple path strategies



# Toolsets

- Data > information > knowledge > wisdom
- “as a Service”
- Hybrid models
- High availability

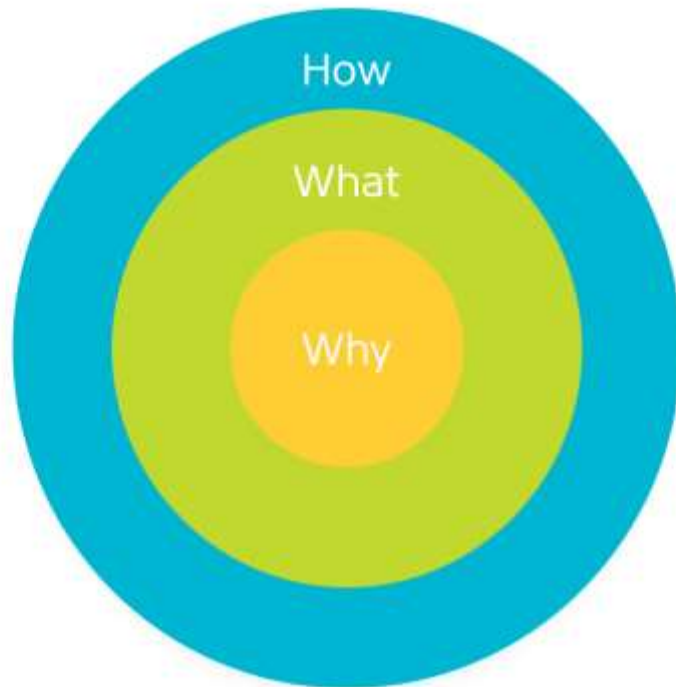


# How

1. Identify the benefits
2. Weight up the risk
3. Build it in
4. Identify your trigger points
5. Use your toolsets



# Summary



- Why
  - Your Organisation, Today
- What
  - Your people
  - Business as usual
  - Architecture
- How
  - Benefits, Risks
  - Build it in
  - Trigger points
  - Toolsets



Questions?

# What Have We Learnt?

1. Business Continuity is business as usual
2. Invest in your people
3. Holistic mind set, architecture and values



# What Is Next?

1. Risk. Weigh it up
2. Engage and prepare your people
3. Built in!
4. Identify and resource your trigger points





“Only 27% of CEOs have already started or completed the changes they’re planning, to make their companies more innovative.”

PwC 17<sup>th</sup> Annual Global CEO Survey (2014)



# Summary

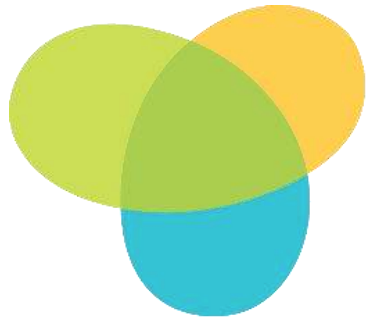


# Techtonics' Information Management Framework



Effective, reliable solutions delivered  
quickly and  
kept current to changing needs.





# ***Techtonics***

*Better ways of working*

Find us here today or online:  
[www.techtonics.co.nz](http://www.techtonics.co.nz)

