

VIEWPOINT



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Robin shares advice on
how to make the shift from
day-to-day maintenance to
innovation.

FOR MORE INFORMATION:

Download the white paper
"Making the Cloud Relevant" at
[www.cio.com/whitepapers/
HPinnovation](http://www.cio.com/whitepapers/HPinnovation).

The CIO: Chief *Innovation* Officer

Business is growing again. Is your IT organization innovation-ready?

What are CIOs telling you about how their conversation with the business is changing?

The majority of CIOs I meet see the opportunity for growth in their markets. To capture that opportunity, business leaders want to drive a competitive edge through innovation—whether that's innovating new products, markets, delivery chains or business models. With virtually all business processes powered by IT services, CEOs are looking to CIOs to support and even drive this innovation. This will require improved collaboration by breaking down IT silos and increasing investment in transformational initiatives across applications, data center and cloud services to support business transformation. Ultimately, being innovation-ready means having the ability to run IT at an accelerated speed of business.

How are IT organizations becoming innovation ready?

We've all heard that the typical IT organization spends about 70 percent of its budget and resources keeping the lights on and just 30 percent on strategic projects. This is incompatible with a culture of innovation. The first thing is to stop thinking about this as "business as usual." Take a hard look at your organization and processes and figure out what you can automate, simplify, and most importantly, rationalize or stop doing altogether. IT is then in a position to re-invest those savings in innovation in a much more sustainable way.

But automation has been around a long time. What's new?

We've broken down the operational silos. For example, when you roll out a new application you need to set up the virtual infrastructure that supports it. It's not uncommon for an IT shop to spin up the virtual machine in a matter of minutes. Unfortunately, it's also

not uncommon that the associated storage, network and security changes can take days to weeks to provision. That's because these are typically proprietary, siloed, manual processes. By unifying and automating operational tools and processes across existing heterogeneous infrastructure, our customers have cut this down to two to three hours with fewer errors and greater compliance.

What else should CIOs know about IT collaboration?

There are two aspects to what we call Collaborative IT—people and tools—and they're deeply connected. Today's IT operations environment is incredibly rich, but also incredibly complex—thanks to composite applications, virtualization and private and public clouds. When it comes to maintaining mission-critical IT service levels, you must ensure that your teams are all working from a "single version of the truth" that reflects the up-to-the-minute reality of your environment. If there's a problem, you need technology that provides a shared view of the ever-changing relationships between business processes, applications and infrastructure—whether staff are at their desks, or, increasingly, through their mobile devices.

What's the significance of the cloud when it comes to innovation?

Simply that it improves the time and capital intensiveness typically associated with rolling out new, innovative services. Cloud, both private and public, enables IT to deliver services faster than ever, in combinations never before possible. However, cloud doesn't change IT's accountability; business leaders clearly believe that IT is still responsible for what is ultimately delivered, whether sourced internally or externally. IT leaders must make sure that cloud services are secure, cost-effective and perform as expected. I like to call this innovating with confidence.

