



# **Current Issues in Information Technology**

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# Working Definitions

*Facilities Management* is all about providing infrastructure and services to customers.

*Information Technology* is all about providing infrastructure and information to customers.

*Proposition*-- Facilities Management and information technology are converging into a single discipline.

***Do you agree?***



# Service Provider Issues

- **Customers have much higher expectations than in previous generations.**
- **Today's service level is 100% 7 X 24.**
- **Infrastructure is a commodity and therefore should continue to cost less (never more).**
- **Outsourcing solves everything? "I don't think so!"**
- **Provide excellent security—but don't let it get in my way.**

***Others?***



# Security and Privacy

- **IT systems are more open than at any time in history – Internet is a public highway.**
- **Sophisticated hackers are at work – trying to steal your data or your identity.**
- **IT organizations in California now have a disclosure requirement on privacy.**



# SPAM

- **Unsolicited junk mail – resource waste.**
- **Often offensive and vulgar.**
- **Typical large companies block over 200K messages per day.**
- **#1 complaint of the IT customer community.**
- **Legal solutions unenforceable.**
- **Technical solutions limited.**



# **Sarbanes Oxley 404**

- **Outgrowth of Enron Inc.**
- **Requires attestation on financial results and controls.**
- **Impacts all companies in additional reporting, documentation, and systems.**



# Wireless Everything

- **Cell phones – standard tools.**
- **Blackberry devices – executives must have.**
- **WiFi networks – security issues with prior standards, looks to be OK now.**
- **What about existing wiring?**

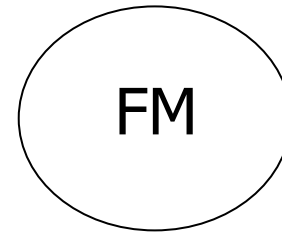
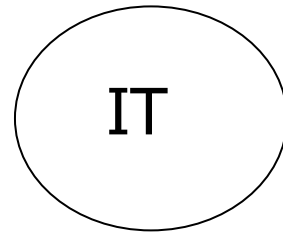


# Connectivity & Availability

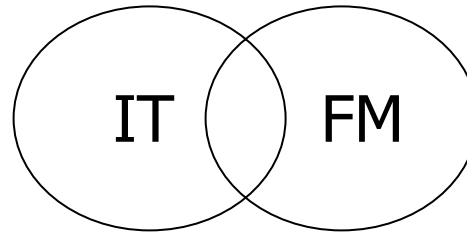
- **VOIP**
- **Broadband home access**



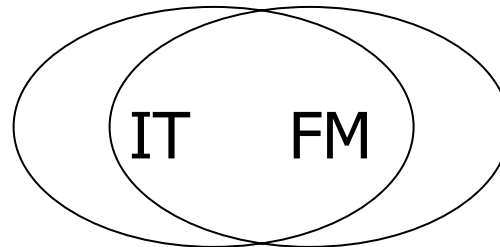
# The Future -- Convergence



-- The 80's



-- The 90's



-- The Future

***Where are you on the scale?***



# **The Bottom Line**

**We are closer to each other than ever before,  
and we need each other to be successful!**

**To quote Martha Stewart,**

**“That’s a good thing.”**