THE BREAKTHROUGH SERIES

from Thought Rock

Thought Rock Live Webcast

Tim Dewey
COO, B Virtual Inc.

State of the IT Industry

Tim Dewey discusses what trends and changes are impacting the IT industry the most in 2011. He will discuss strategic shifts in IT that impact technology, its skilled workforce, and the customers being supported.

We will review key data regarding how IT is performing and delivering on commitments to its constituents. We will also review changes that are taking place that will impact IT's ability to positively impact business moving forward

Technology's Impact on our World... Right Now!

Google Search (Unencrypted), Egypt Traffic Divided by Worldwide Traffic and Normalized
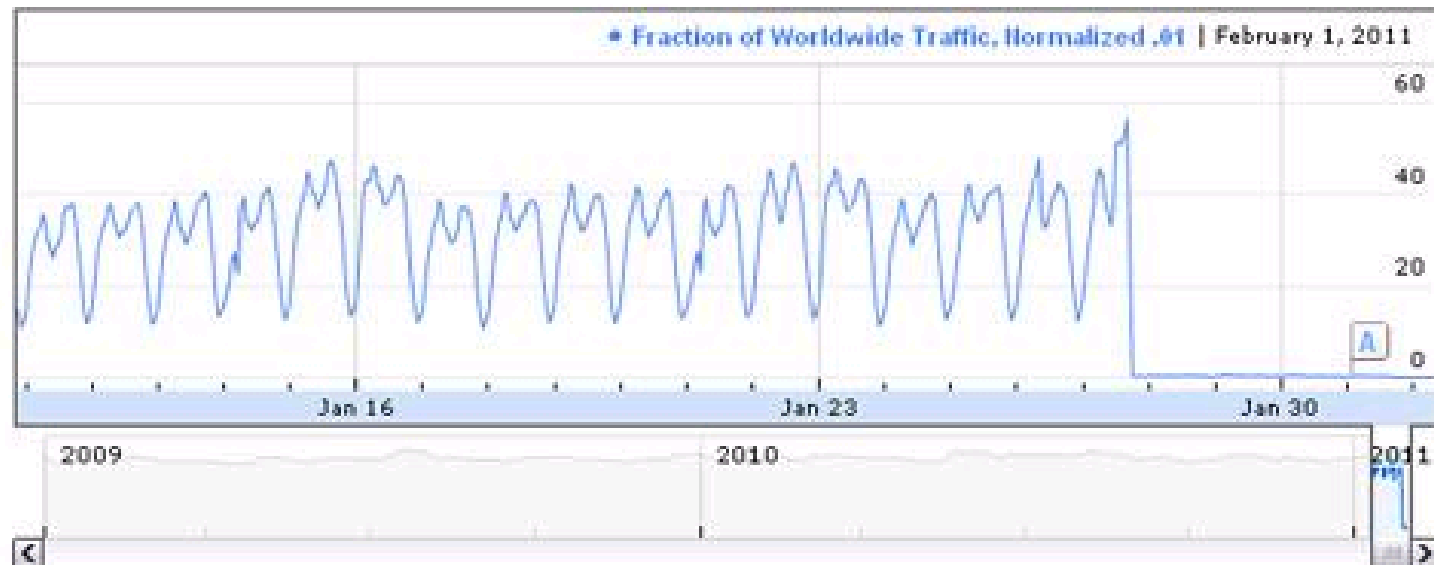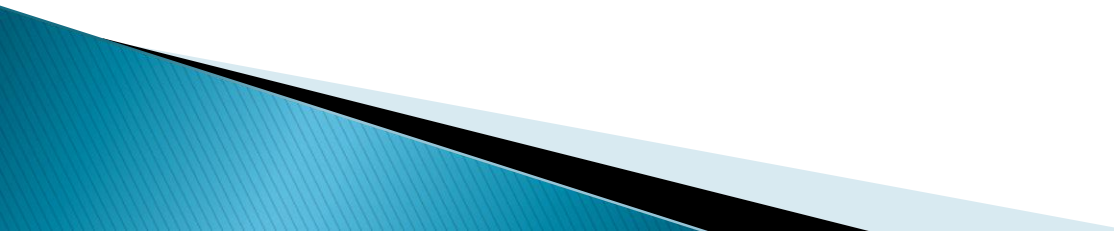

Photo: Google

The Google Transparency Report shows the moment when the government in Cairo cut off access to the Internet for Egypt. Click the graphic to see the interactive version on Google.

Hardware Facts….

- 39 million IPads sold in the last year – *WSJ – Feb 2011*

- 346 million PC's sold in 2010 – *USA Today, Jan 2011*

- 9 out of 10 computers sold over $1,000 are Apple's – *Betanews 2010*

- IT Capital Spending in 2010 remained the same or decreased in 67% of companies – *CIO Insight 2011*

Facts on Support Today

Salary Comparison - US			
	2010	2009	2008
Level 1 Support	38k	39k	38k
Level 2 Support	48k	47k	46k
Level 3 Support	59k	58k	57k

Cost Per Incident			
	2010	2009	2008
Chat	$ 15	$ 10	$ 10
Email	$ 15	$ 15	$ 15
Phone	$ 20	$ 18	$ 20
Walk-up	$ 21	$ 20	$ 20

- Are we reducing costs of support?

- Is a paradigm shift required in IT Services to truly change support?

- Who will drive that change?

Summing up Salaries....

- IT staffers are being hit with a double-whammy -- more work and flat pay. Not surprisingly, job satisfaction for some is falling

- the average bonus for women fell 15.5% in 2009, while the average bonus for men in IT declined 5.6%

- "Between security risks, a more complex business environment and more demands for increased functionality and innovation -- but without the staff levels to take on more projects or funding to implement them -- it's hard to make progress moving forward."

ComputerWorld 2010

Change is Not Just Technology

✓Today's college graduates will hold14 jobs by the time they are 38
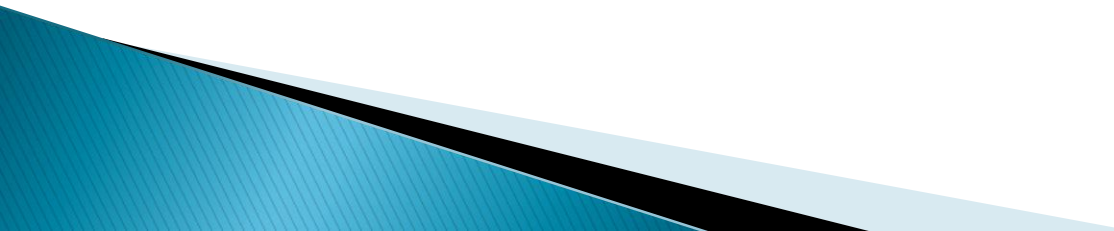
✓Over 40% of workers will be contractors by 2016

✓71 million baby boomers begin existing the workforce in 2011

2011 Trends

Computerworld	Gartner	Bayforce
Mobile computing remains important, exciting and risky	**Cloud** Computing	Smartphones and tablets will oust PCs
Mix of in-house and outsourced services shifts	**Mobile** Applications and Media Tablets	3D images and 3D **videos**
Enterprise software begins migrating to the **cloud**	**Social** Communications and Collaboration	**Social** media goes mobile
Organizations embrace software lifecycle management	**Video**	Apps will replace bulky software packages
Legacy modernization delivers much-sought ROEI	Next Generation **Analytic**	Virtualization and **Cloud** Computing
The year of the better service level agreement (SLA)	**Social** Analytics	Augmented Reality
Graphical user interfaces get richer; maybe too much so	Context-Aware Computing	Real-time **analysis** of **data**
Better performance comes to rich business applications	**Storage** Class Memory	Smart grids for **e-mobility**
Drowning in **data**, enterprises turn to **BI**	Ubiquitous Computing	Servers and energy efficiency
Multi-tier architecture delivers the keys to integration	Fabric-Based Infrastructure and Computers	

Gartner Predictions

- 80 percent of businesses will support a workforce using tablets by 2013.

- By 2015, Gartner anticipates that cloud computing will hasten the use of tools and automation in IT services… These tools and automation solutions are expected to eliminate 25 percent of IT labor hours.

- 10 percent of online 'Friends' will be non-human by 2015. Gartner predicts that organizations' increasing systematization of social media strategies will result in the rise of social bots – automated software agents designed to handle interaction with communities of users in a manner personalized to each individual.

About B Virtual Inc.

At B Virtual Inc. our mission is to provide IT leadership through innovation, passion, and commitment.

- We have changed the way the IT Service Desk delivers support. Our education and training solutions are simpler, more efficient and less costly.

- Our virtual support models provide sourcing flexibility and transparency for our customers.

- We incorporate our products and solutions into our collaborative knowledge exchange, ThoughRock.net.

- The combination of our products and services allow us to become a Trusted Advisor to our customers and partners.

Contact us today at www.bvirtualinc.com for more information

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Join Us For Lunch Every Tuesday At 12PM!

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