(IT) Resilience & flexibility … beyond today’s crisis.

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88% of global organizations enforced “home office”\(^1\)
... and many are only \textit{slowly} returning to (different) office ...

Cyber risk: 43X more spam and >50 malwares in context of Covid\(^2\)

Sources:
\(^1\) Fletcher Previn: A CIO’s guide to extreme challenges. IBM IBV, 2020.
Companies are slowly refocusing again …

(Global) crises demand immediate “switching gears”.

Decisions focus on …
1. survival
2. common welfare

... to prevent severe damage of reputation & brand integrity.

(e.g. March – April 2020)

“Normal” priorities of companies & CTOs today:

1. survival
2. simplification
3. scaling

(e.g. 2019 – 2020)

see Fletcher Previn: A CIO’s guide to extreme challenges. IBM IBV, 2020.

Survey

In which phase is your company mainly today? *(single-choice)*

1. survival
2. simplification
3. scaling
4. other
How do you summarize the “COVID-challenges” … … in ONE word?
Volatility
Uncertainty
Complexity
Ambiguity

"The New Normal"¹

... in an extreme form today.

→ Resilience?!

¹ Term has been used in Supply Chain Management for ±10 years! (cp. APICS / ASCM)
Resilience, Flexibility & IT-Strategy

**Preparation:** contingency Plans as part of (corporate) governance

**When it happens:** triage for “business continuity” and productivity

**Action Guide:** resilience through scaling, speed and flexibility … and continuous improvement of:
1. Application landscape
2. Network capacity
3. Workplace
4. Processes

see Fletcher Previn: A CIO’s guide to extreme challenges. IBM IBV, 2020.
see R. Parmar: Architectural Decision Points.
Resilience, Flexibility & IT-Strategy

Preparation: contingency Plans as part of (corporate) governance

When it happens: triage for “business continuity” and productivity

Action Guide: resilience through scaling, speed and flexibility … and continuous improvement of:
1. Application landscape – e.g. modern technology incl. hybrid multi-cloud and (automated) services → resilience via multi-sourcing, flexibility, and security

2. Network capacity – e.g. less and optimized VPN ; more zero-trust security strategy → resilience via flexibility and secure usage of full internet bandwidth.

3. Workplace – embrace “work from anywhere” strategy wherever possible → resilience via (geo) independence

4. Processes – less ”lean” (NON-resilient) ; more agile & intelligent workflows ; contingency plans → resilience via employee / manager competences ; targeted questioning of “efficiency”!

see Fletcher Previn: A CIO’s guide to extreme challenges. IBM IBV, 2020.
see R. Parmar: Architectural Decision Points.
Currently, severely more criminal cyber attacks are exploiting “home office” & VUCA

76% of the companies have NO response plan!

A minimal “CSIRP” (cybersecurity incident response plan) is NOT a luxury!

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see R. Parmar: Architectural Decision Points. 
https://www.linkedin.com/pulse/architecture-decision-points-30-rashik-parmar/
Where do you face most challenges these days? (multi-choice)

1. internal processes
2. employees
3. clients
4. suppliers & business partners
5. investors & finance partners
6. competition
7. others (government, public, …)