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Building resilient infrastructures

ITAM and technical debt

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NASHVILLE, TN
MAY 9TH - 11TH

Meet your speaker

Lawrence Dempsey

Vice President of Solutions,
Raynet inc.

Agenda

What are we talking about today?

1. Defining technical debt
2. Identifying the contributing factors
3. Understanding the problem
4. ITAM's role in reducing technical debt
5. Summary

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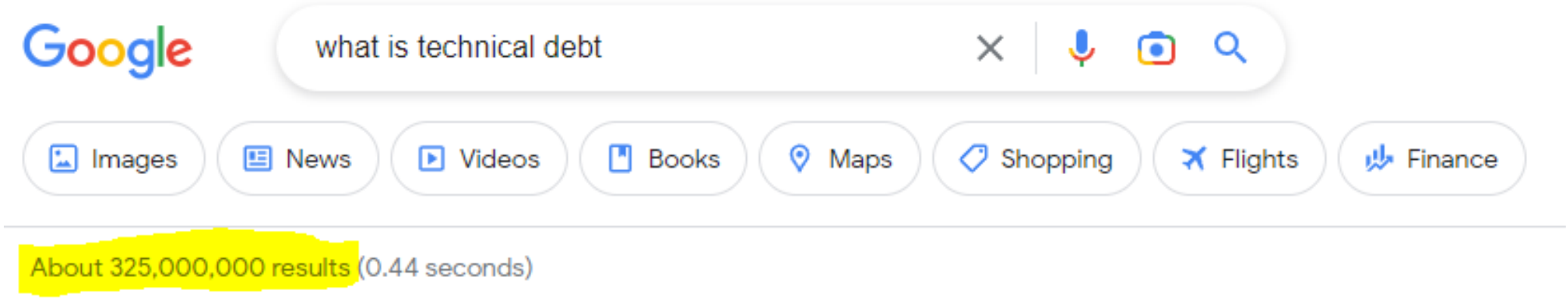
What is Technical Debt?



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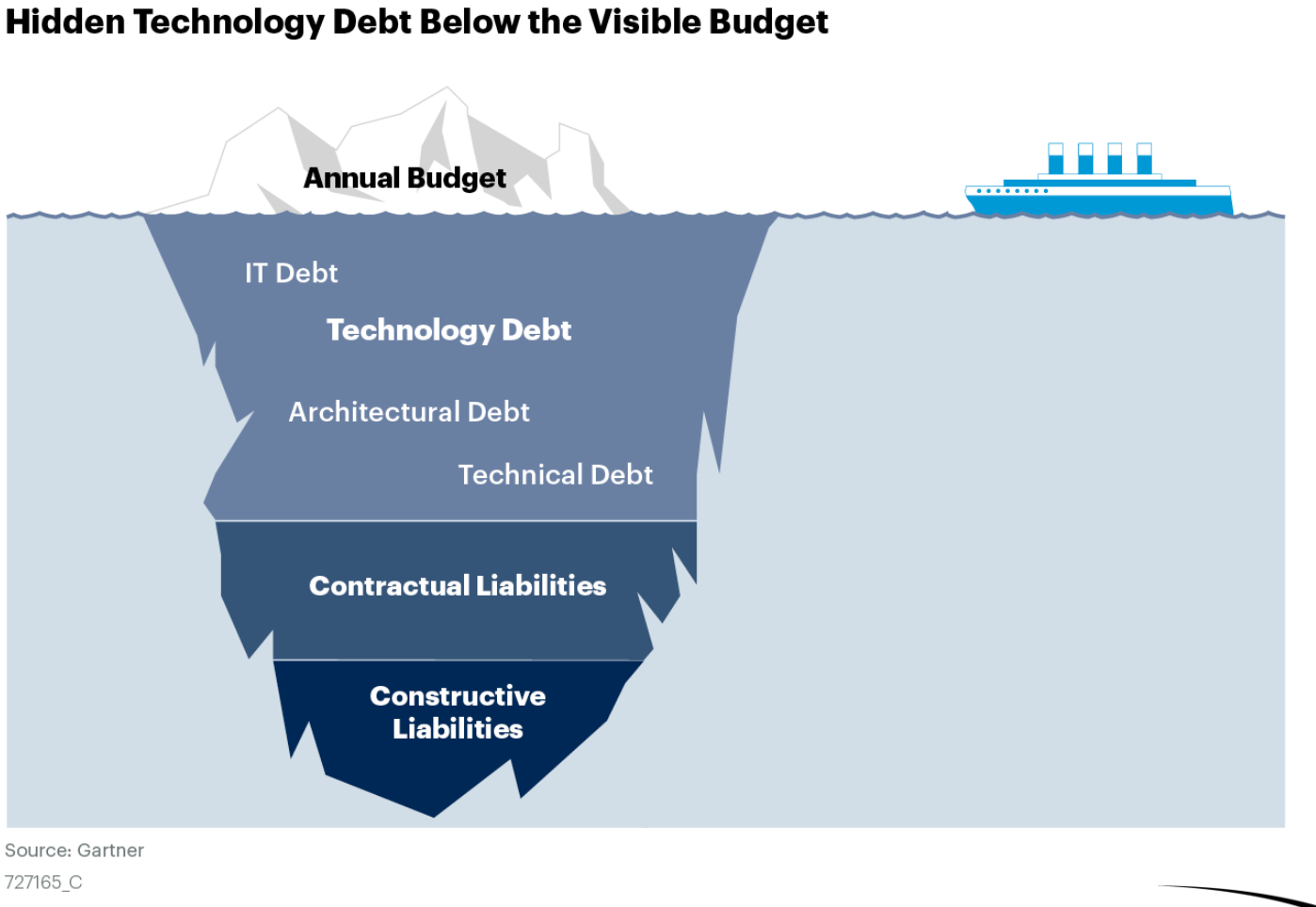
Defining Technical Debt

What is Technical Debt?



Defining Technical Debt

What is Technical Debt?

The ITAM perspective

Technical Debt refers to **the cost of maintaining, operating** inefficient or **outdated IT infrastructure**

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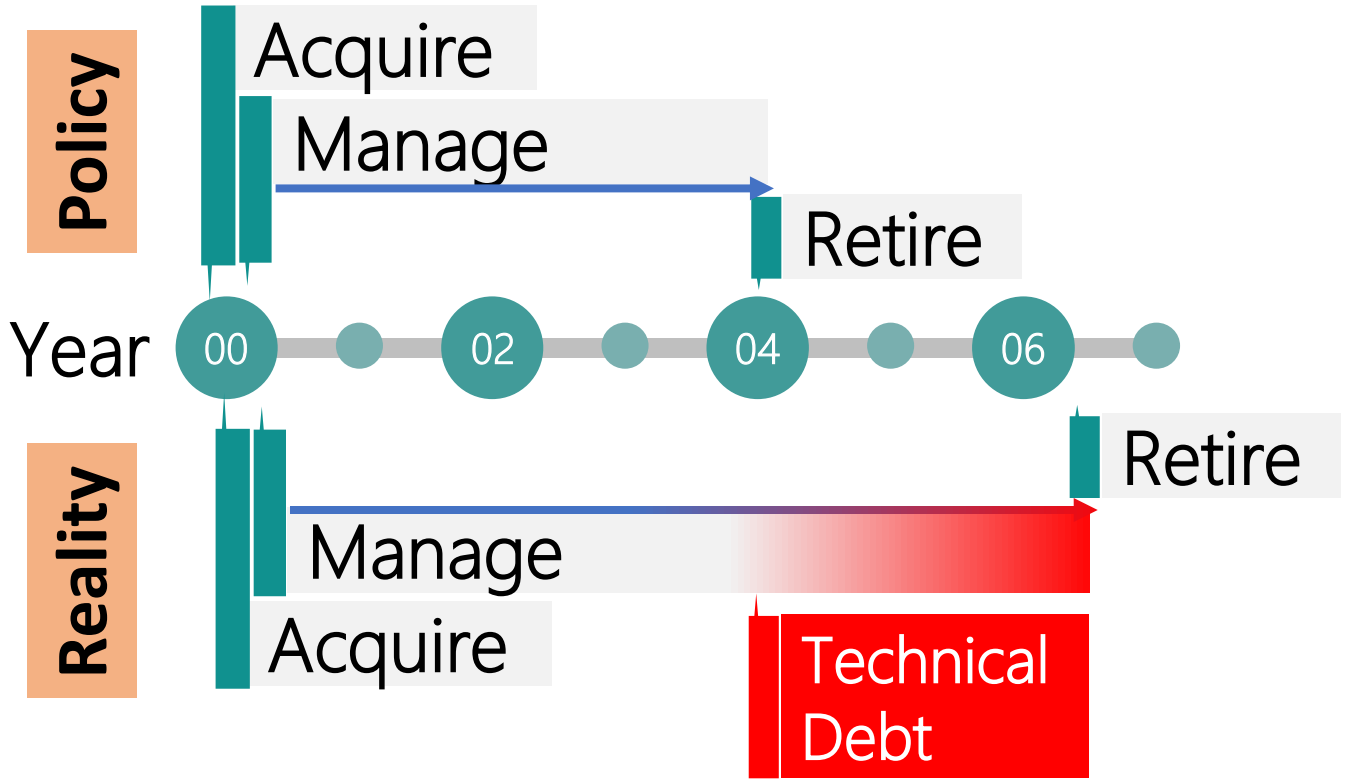
Defining Technical Debt

What is Technical Debt?



Defining Technical Debt

What is Technical Debt?

1. Normal / Expected
2. A business decision
3. Something to be managed
4. Problematic if not managed well

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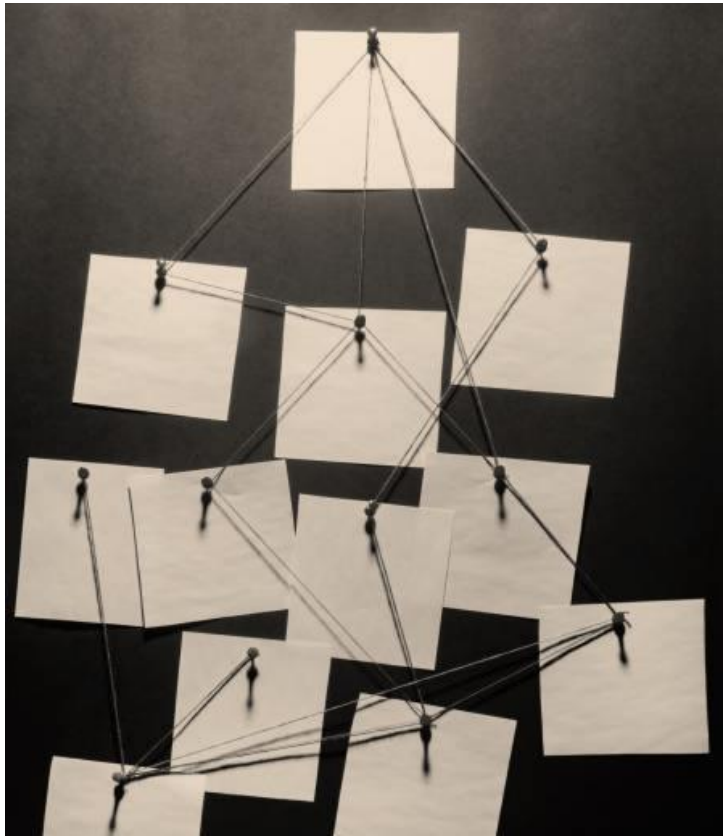
Identifying the Contributing Factors for Technical Debt?



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Identifying the Contributing Factors

What Contributes to Technical Debt?

1. Underinvestment
2. Insufficient Maintenance
3. Overreliance on legacy systems
4. Lack of documentation

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Identifying the Contributing Factors

Underinvestment

If IT spend is consistently below industry benchmarks, you might be accumulating Technical Debt

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Identifying the Contributing Factors

Underinvestment

Questions to quantify Technical Debt

1	What was your IT budget before the pandemic?
2	What was your IT spend during the pandemic?
3	Has your IT spend adjusted to inflation?
4	Has your Asset Refresh policy been changed?

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Identifying the Contributing Factors

Insufficient Maintenance

A storm will expose the health of your IT Infrastructure

Identifying the Contributing Factors

Insufficient Maintenanc

Questions to quantify level of maintenance

In an Outage…..

1	There will not be a productivity loss
2	The productivity loss will be minor
3	The impact will be consequential
4	The impact will be catastrophic

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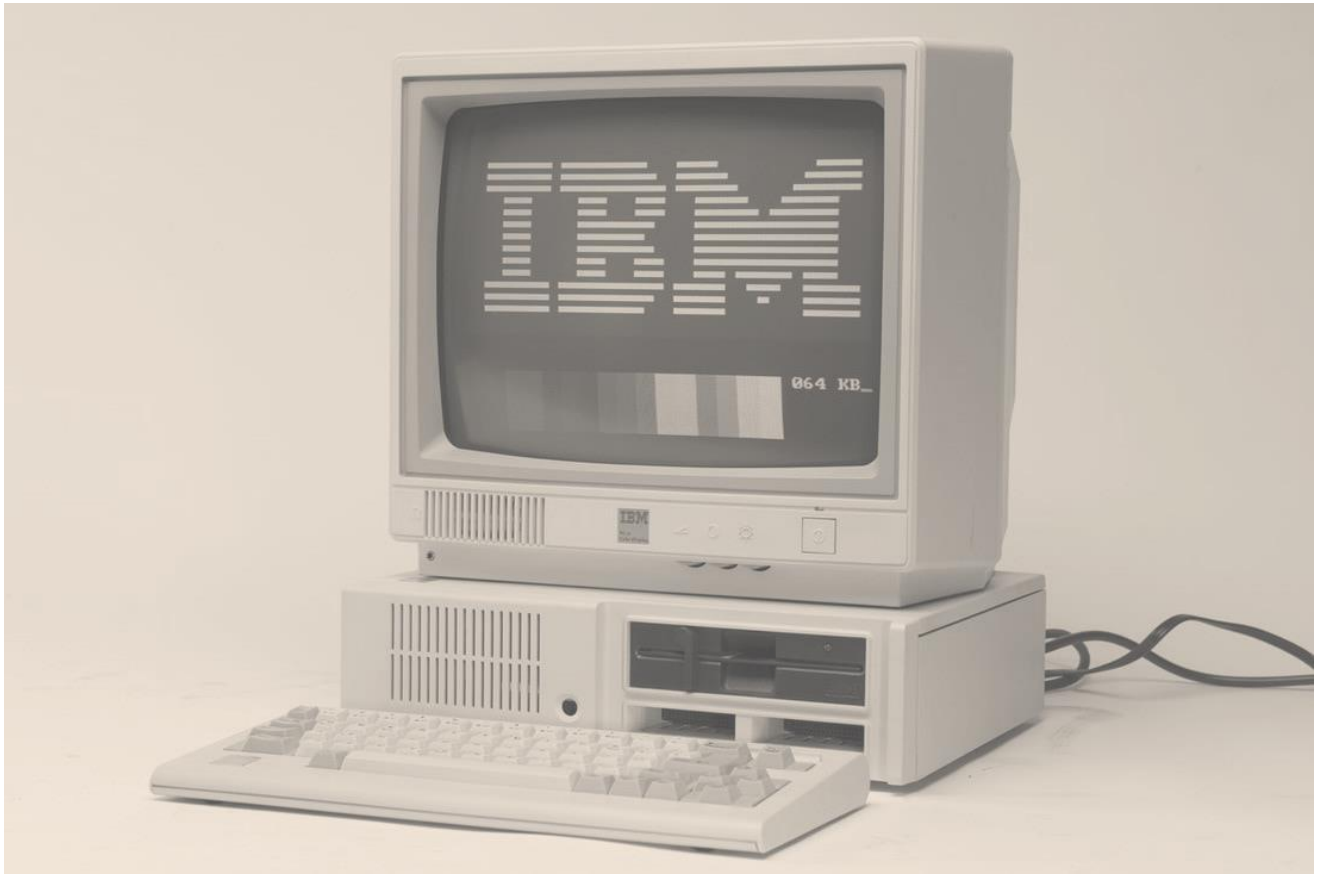
Identifying the Contributing Factors

Overreliance on Legacy Systems

They don't build them like they used to……



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Identifying the Contributing Factors

Lack of Documentation

What can you tell me about this asset? Why can't it be refreshed?

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Identifying the Contributing Factors

Lack of Documentation

1	We know what it is, but not how to upgrade it
2	We know what it is, but not what dependencies exist
3	We have no idea what it is, nor what will happen if it stops
4	We don't even know it exists

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Understanding the impacts of Technical Debt?

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Understanding the Problem

Why is Technical Debt even a problem?

1. Increased Outages and Downtime
2. Decreased User Satisfaction
3. Increased Security Risks
4. Integration and Compatibility Issues
5. Increased Costs

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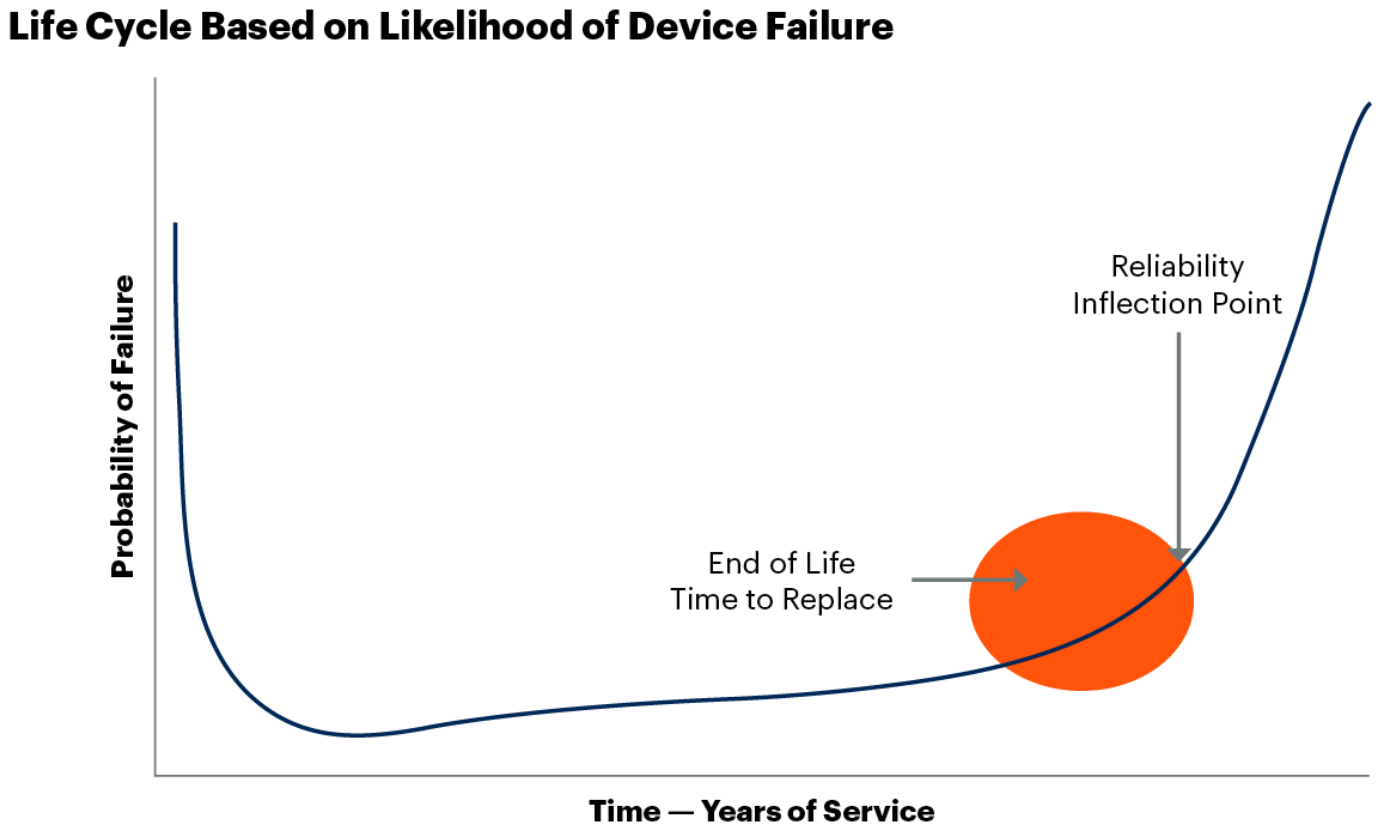
Understanding the Problem

Increased Outages and Downtime



Source: Gartner (April 2018)
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Understanding the Problem

Increased Outages and Downtime

1	80% of all data centre outages result from servers
2	Server failures rates increase over time to up to 18% at 7 years
3	79% of organizations experience unplanned downtime at least bi-monthly
4	Planned downtime cost organizations an average of 830 minutes annually

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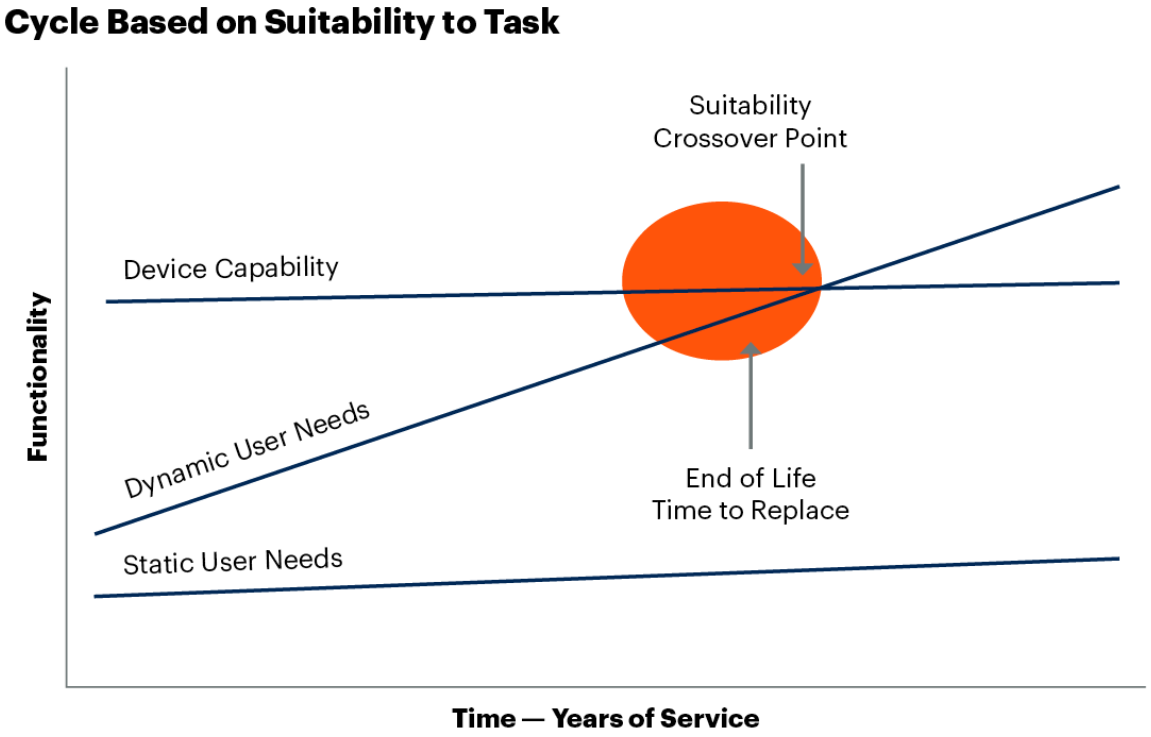
Understanding the Problem

Decreased User Satisfaction



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Gartner

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Understanding the Problem

Increased Security Risk

Running unsupported software is like having a fence with a hole… An open invitation for intrusion.

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Understanding the Problem

Increased Security Risk

1	Non-patchable attack surfaces will grow from less than 10% to more than 50% of the total exposure
2	83% of organizations have had more than one breach
3	60% of breach victims were breached due to an unpatched known vulnerability

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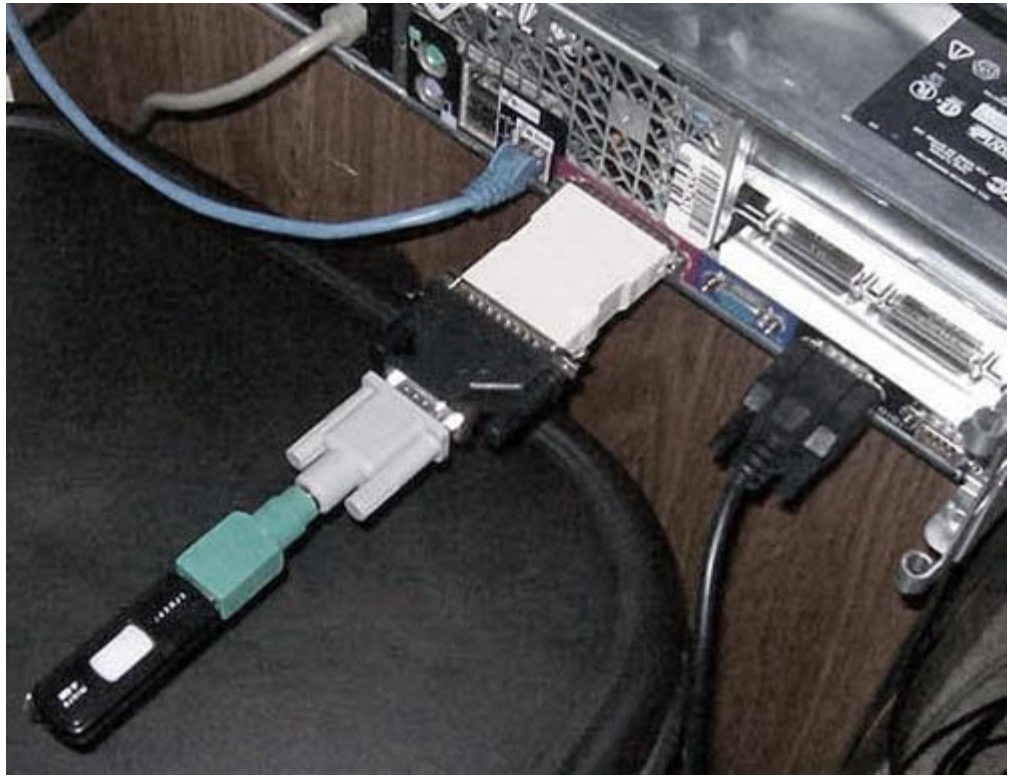
Understanding the Problem

Integration and Compatibility Issues

Because we can, doesn't mean we should……



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Understanding the Problem

Increased Costs

Driving on Technical Debt Boulevard can be expensive

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Understanding the Problem

Increased Costs

1	The average cost of a data breach in the US was $9.44m in 2022
2	83% of organizations have had more than one breach
3	The cost of IT downtime ranges from $100,000 to $540,000 per hour
4	47% of the cost of downtime relates to lost productivity

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ITAM's Role in Reducing Technical Debt?

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ITAM's role in Reducing Technical Debt

What's ITAM's role in Technical Debt Management?

1. Choosing your involvement level
2. Identifying where it exists
3. Determining the impact in your org
4. Creating a plan to remediate
5. Taking action

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ITAM's role in Reducing Technical Debt

Choosing your Involvement Level

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ITAM's role in Reducing Technical Debt

Choosing your Involvement Level

1	If it isn't Deploy, IMAC, or Retire… then it isn't my problem to manage
2	I just want to do enough so no one points the finger at me when legacy outages occur
3	I guess I could help support the business with some proactive support
4	I would like ITAM to be considered a driver for Tech Debt reduction and build our profile more

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ITAM's role in Reducing Technical Debt

Finding Technical Debt

Creating Visibility Beyond Discovery

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ITAM's role in Reducing Technical Debt

Finding Technical Debt

Steps to identify Technical Debt

1	Leverage existing tools to build visibility of your HW and SW estate
2	Aggregate multiple data sets for complete visibility
3	Normalize the data to simplify and add meaning to your estate
4	Enrich the data with lifecycle data to create deeper insights
5	Summarize your organizational HW and SW currency position to baseline Technical Debt

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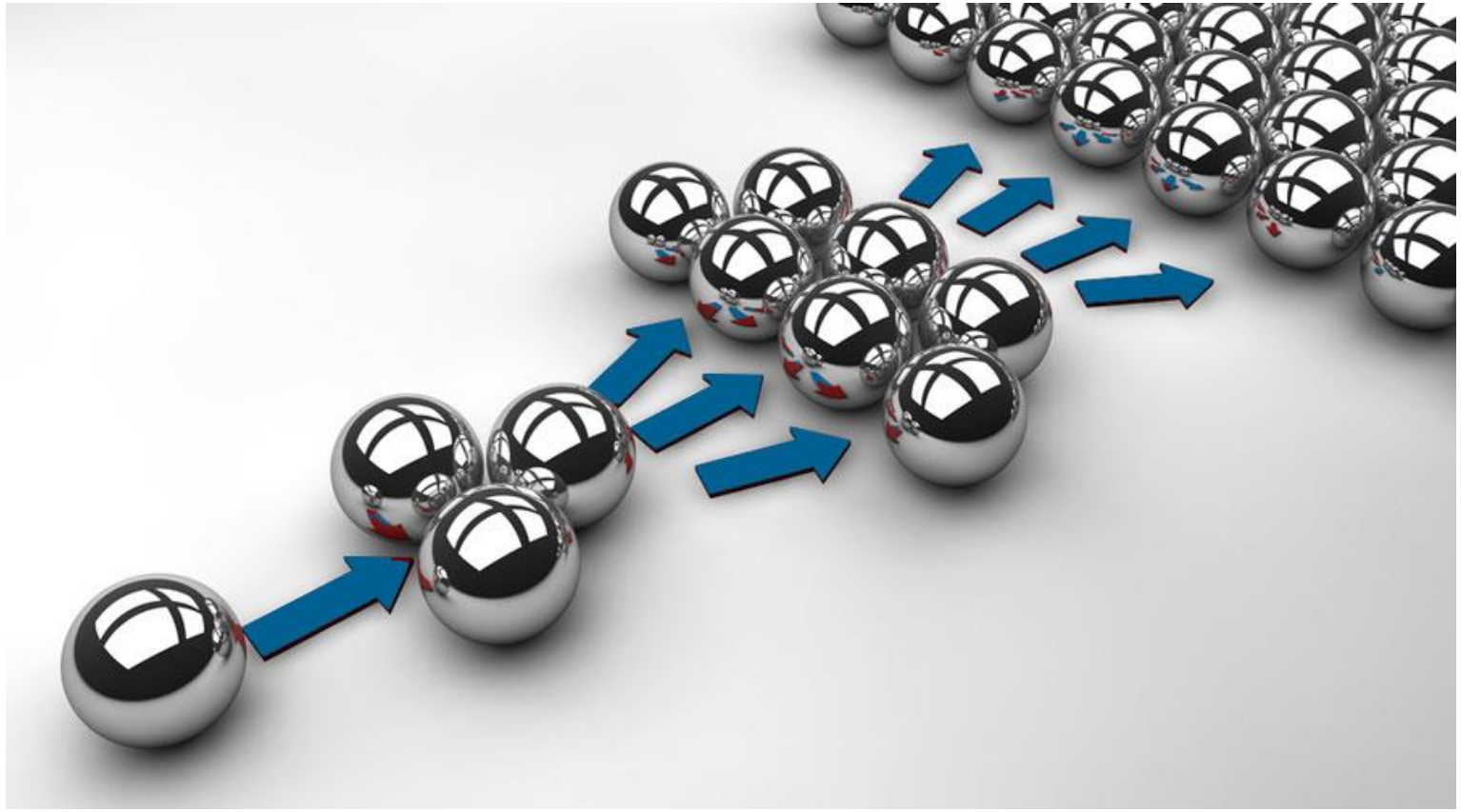
ITAM's role in Reducing Technical Debt

Evaluating the Impact



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ITAM's role in Reducing Technical Debt

Evaluating the Impact

Steps to Evaluate the Impact

1	Baseline your current asset age (include criticality and class), and your legacy position
2	Baseline 3rd party costs associated with extended maintenance / support
3	Identify 'legacy' assets with known vulnerabilities
4	Benchmark legacy asset uptime and availability
5	Benchmark time spent on the maintenance and support of legacy assets

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ITAM's role in Reducing Technical Debt

Create a Plan

This is a team project…

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ITAM's role in Reducing Technical Debt

Create a Plan

1	Prioritize legacy assets that should be replaced based on age, criticality, operation costs
2	Create a roadmap that outlines your plan for replacing legacy assets
3	Research and identify replacement options
4	Develop a migration strategy to migrate from legacy systems to modern solutions
5	Create a team of appropriate stakeholders for the above (this will not succeed with just ITAM)

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ITAM's role in Reducing Technical Debt

Taking Action

Every journey starts by taking the first step

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ITAM's role in Reducing Technical Debt

Taking Action

Take advantage of the foundation you have just laid

1	We have identified where Tech Debt exists in our organization
2	We have assed the impact of Tech Debt, and have baselined our current position
3	We have determined the role we want to take in helping the company manage Tech Debt
4	We have created a plan to manage, and reduce Tech Debt in our organization
5	We have done all the hard work, now we just need to execute

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Summary and focus areas

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Summary

Recapping what we Learned?

1. What is Technical Debt
2. What Causes Technical Debt
3. Why is Technical Debt a Problem
4. Your role in Technical Debt Management

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Thank you!

Contact me for more insights on Raynet's Solutions for Technical Debt management

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