

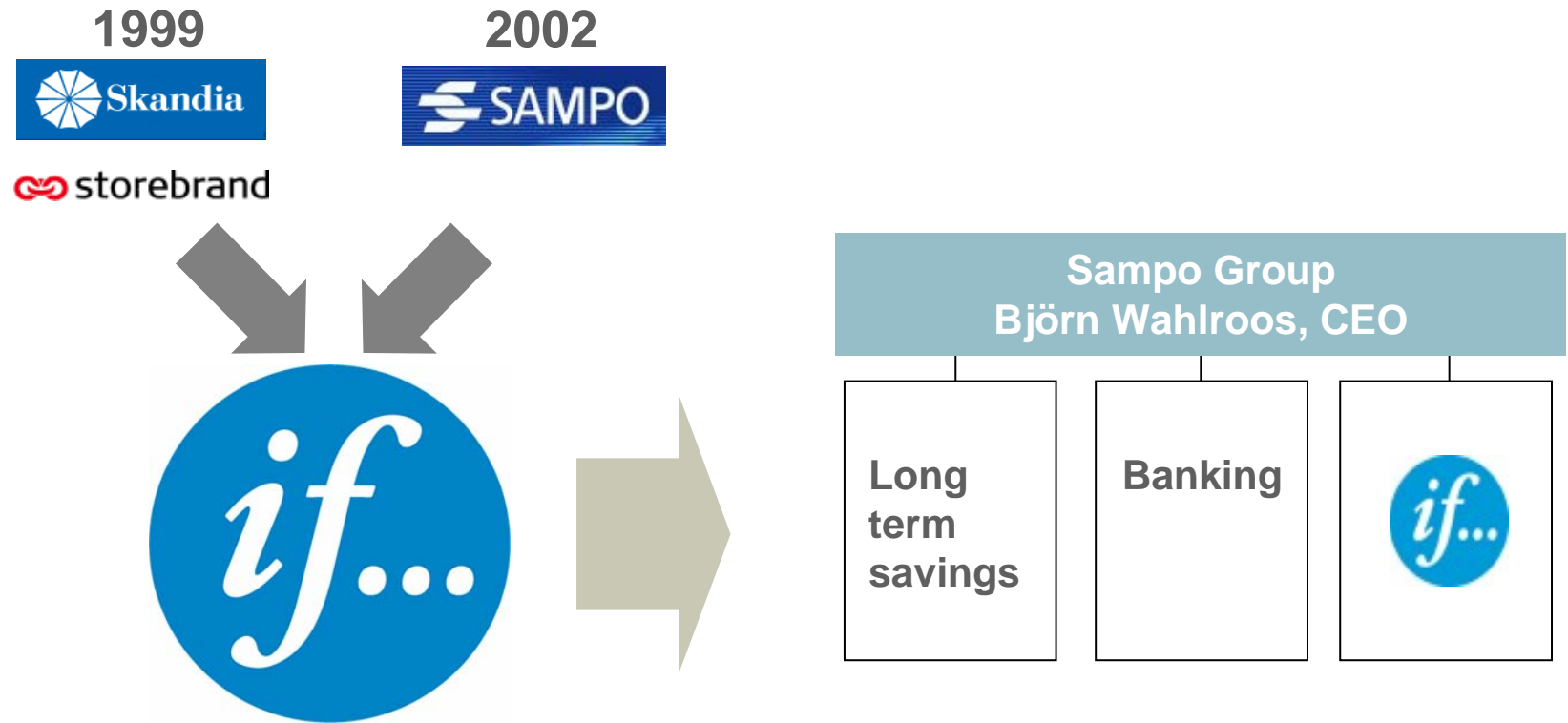


Internetdagarna

25.10.2005



If history



Who am I ?

- Kjell Rune Tveita
- CIO If P&C Insurance



What am I going to talk about ?

- Outsourcing or Insourcing
 - Multivendor model or just one integrator ?
 - How to measure business benefits ?
 - Service Level Agreements – Important or not ?
 - How to secure cost benefits, service levels and deliveries ?
- and this is going to be done in less than half an hour.



Trends in the marketplace

- Models are changing
- IT and Business even more integrated
- Supplier situation in the marketplace

1980

Inhouse IT 100%
Learning Phase
Internal cleaning

1990 - 2000

Outsource IT Operation
Application Maintenance
Integrator/Bundled services

2000 ->

Multi-vendor model
Insourcing starts
Shorter contracts



How to measure business benefits

- What is business benefits ?
- What do Your company want to archieve ?
- Are You ready ?

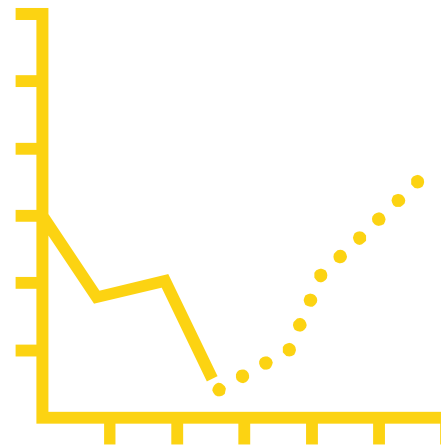
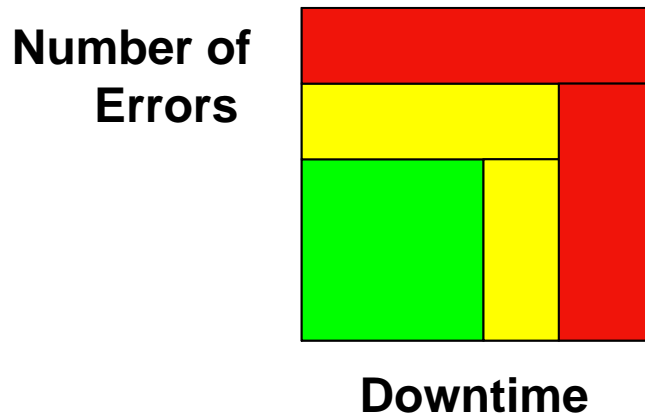
Organization and governance

Indentify problemarea and improvement potential



SLA or something else ?

- Standard SLA's measuring quality of service for standard towers does not mean anything i.e 99,999% for mainframe
- There is a need to find alternatives
 - "Speak the language of business"
 - "Measure the right area"
 - "Bonus and Penalty must be aligned"



How to secure success ?

- Make the right contract
- Agree what is the goal
- Align your own organization

