

SHARE:

[Join Our Email List](#)

The KIT – Knowledge & Information Technology

Issue No. 81 - 1 October 2012

Was this forwarded to you?



In This Issue

[The CIO 2013 Agenda](#)

[Enterprise Social Media Strategy Video Clip](#)

[Social Desktop Replacement for Email?](#)

[Working Around IT Policies](#)

[Seen Recently](#)

 CB photo

[Consulting Services](#)

- IT Strategy
- EA / SOA / BPM
- IT Innovation Briefings
- IT Due Diligence
- Vendor Selection
- Executive IT Seminars
- Cloud Computing
- Grid Computing
- Security Maturity
- Knowledge Strategy

→ The CIO Agenda

If you shop, you know that the holiday season starts earlier each year. So goes the IT prediction season. In all fairness, "What's should be on the CIO agenda for 2013?" is an important question to ask at budget time. Here is the answer we submitted, after the important caveat that "everyone sees the CIO's mission from a different angle, depending on the type of organization, its mission, and its culture":

1. Establish an internal "IT Marketing" capability to bring IT and the business closer to a common understanding of how information services map to the business capabilities of the enterprise. *Most people have never done it, and it is a root cause of disconnects between IT and the business.*
2. Document and teach an Enterprise Architecture that is not just a set of technical standards, but covers the linkage from the enterprise value streams down to the infrastructure, and explain that EA to the business as well as to the implementers. *It's usually been done as a technical exercise, the output of which you cannot sell to the business, and therefore cannot fund properly.*
3. Create a cloud roadmap, based on a rational analysis of what capabilities can, and cannot, be moved to public or private clouds. *The cloud is past the point of no return; we also have enough of a framework in place to undertake a rational review of the IT portfolio in terms of suitability of cloud solutions.*
4. Deploy the enterprise social networking "fabric" that forms the foundation of modern KM and collaboration. *We're also past the days of denying the business benefits of social media. The CIO can lead the enterprise in a safe and productive adoption.*

→ Smile, You're on Camera !

During their last Summit, Cutter Consortium staff recorded [this video](#) of Claude Baudoin, talking about the adoption of social media in the enterprise.

- Technical Communities
- Knowledge Capture
- Enterprise Social Networking

Contact Us:

 cobe IT and Knowledge Management

www.cebe-itkm.com
info@cebe-itkm.com
+1 281 460 3595
Twitter: @cbaudoin

[Archive:](#)
[Previous KIT Issues](#)

Forward this newsletter to colleagues and friends: use the "forward email" link below at left, rather than "Forward" in your email software, to preserve your privacy, give the recipient more options (their own unsubscribe link, etc.) and to give us better click-through data from ConstantContact. Thanks!

→ Is E-Mail Dying? (Revisited)

Most people dismissed the decision announced at the end of 2011 by Thierry Breton, head of consulting firm Atos, to ban internal e-mail by 2014. The KIT No. 62 discussed this then, and we stand by this opinion. We wrote: "You do not displace a practice or technology by edict, you do it by offering and promoting something better" and we elaborated on this by adding, "Atos could adopt a new collaboration architecture (Cisco Quad is an attempt) to overcome the drawbacks and overload of e-mail."

Cisco has been less than stellar in its product marketing. Quad was renamed "WebEx Social" earlier this year. This positions it as an add-on to web conferencing, rather than as a replacement for the entire user collaboration and communication environment, which was Quad's initial positioning.

This notwithstanding, the news that "the National Nuclear Security Administration plans to roll out a workplace social network next spring that will replace much of the agency's emailing and phone calls" shows that some organizations are moving in this direction. The NNSA system, OneVoice, will affect 45,000 employees. While OneVoice looks suspiciously close to WebEx Social, its actual pedigree is not clear from the publicly available information.

→ Smart, Silly, or Sad?

This blog entry by Jonas Söderström, entitled "The Doctor That Rocks the Mouse," would be funny if it didn't remind us of real instances of bad user designs, or of IT security policies that have adverse effects on the ability to do work. It also demonstrates how human ingenuity can defeat anything... for good or for bad. (Thanks to Fred Hugand for posting this in the NerdyGeeks group on Facebook)

→ Seen Recently...

"Smart devices attuned to emotions are the new frontier in health care."

-- MIT Media Lab Professor Roz Picard,
interviewed in InsiderLouisville.com

"ERP systems were like pouring electronic concrete on organizational information flows."

-- Harold Jarche, consultant on training, collaboration, innovation and personal knowledge management, on Twitter