

# Business/IT Planning as a Port Operator in the Era of Global Supply Chains

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9/23/09



Alliance of the Ports of Canada, the Caribbean, Latin America and the United States

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## Topics

- *How should I manage my relationship with the IT organization*
- *What are the critical points of alignment between my business plans and the IT organization's plans*

# Business/IT Role Segmentation Model

*Business:  
Innovative/Risk Tolerant/Fast  
Moving*



**The Butler**  
"IT provides support services but is not strategically important"

**The Entrepreneur**  
"IT is a vital component of our operational model"



*Expected IT Role:  
Tactical/  
Utility*

*Expected IT Role: Strategic/  
Transformational*



**The Grinder**  
"IT is a cost of doing business"

**The Team Player**  
"We are dependent on IT systems in our business operations, so we give IT as much time as we can afford"



*Business:  
Traditional/  
Risk Averse/Mature*

# IT Governance vs. IT Role



**Business:**  
*Innovative/Risk  
 Tolerant/Fast Moving*

## The Butler

- Minimized governance
  - Anticipate business needs
  - Portfolios for focus
  - Low governance overhead

## The Entrepreneur

- No time for IT governance
  - Principles for speed/quality balance
  - Clear domain responsibility

**Expected  
 IT Role:**  
*Tactical/  
 Utility*

**Expected  
 IT Role:**  
*Strategic/  
 Transformational*

## The Grinder

- Governance as self- protection
  - Principles for focus
  - Benefits realization for value
  - Strong ROI criteria

## The Team Player

- Formal collaborative governance
  - Clear decision rights
  - Focus on benefits realization
  - Agile governance processes

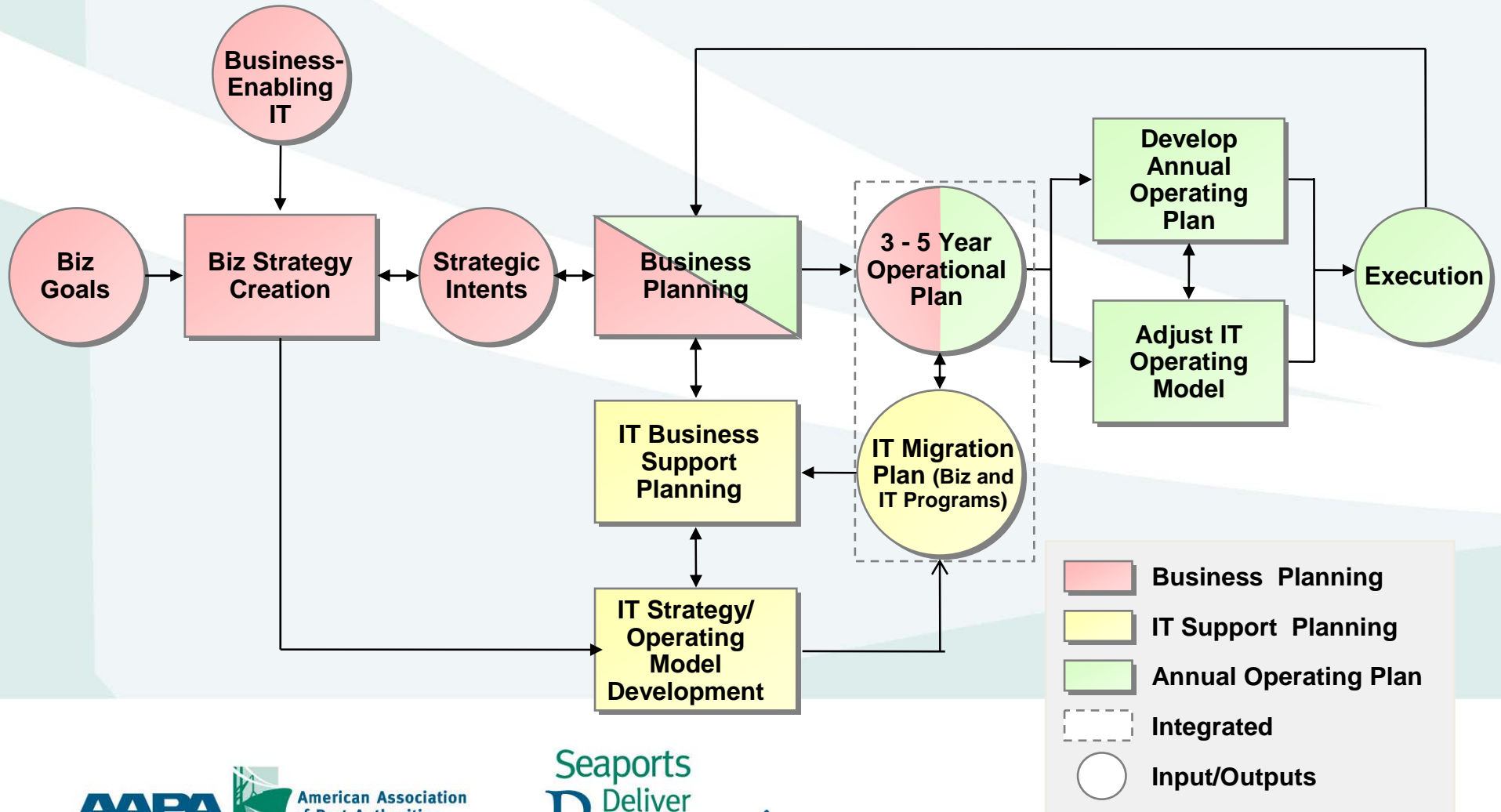


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# Strategic Planning: An integrated process



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