Digital innovation ecosystems: ‘werksessie’

19/4/2018
Agenda

14:30 - 15:00: Inloop
15:00 - 15:10: Opening
15:10 - 15:30: Korte recap vorige rondetafels en introductie casus
15:30 - 17:00: Werksessie (inclusief korte pauze) & conclusie
17:00 - 18:00: Borrel
T-Systems Nederland en Nyenrode onderzoeken IT-ecosystemen en digitale transformatie

T-Systems Nederland B.V. en Nyenrode Business Universiteit zijn een samenwerking aangegaan om gezamenlijk activiteiten te ondernemen ter bevordering van IT-ecosystemen en digitale transformatie. Doel is onder meer onderzoeken hoe deze activiteiten kunnen resulteren in een mogelijke hoogleraarspost en een "instituut ter bevordering van IT-ecosystemen en digitale transformatie" op Nyenrode.

IT-ecosystemen worden steeds belangrijker voor organisaties die overstappen naar de cloud. Zo zetten zij een eerste stap richting digitale transformatie. Een IT-ecosysteem optimaliseert de dienstverlening, kennisdeling en informatieoverdracht tussen partners die elkaar aanvullen. Een goede relatie met
1. Introduction

Ecosystems
Ecosystems

An ecological system, or an ecosystem, is a community of living organisms in conjunction with the nonliving components of their environment (things like air, water and mineral soil), interacting as a system. These biotic and abiotic components are regarded as linked together through nutrient cycles and energy flows. As ecosystems are defined by the network of interactions among organisms, and between organisms and their environment, they can be of any size but usually encompass specific, limited spaces. (Odum, 1971; Schulze et al. (2005), p.400)
Business ecosystems
“A Business Ecosystem consists of a **large number of participants**, which can be business firms and other organizations. They are **interconnected** in the sense that they have an effect on each other. Interconnectedness enables **various interactions** between the members. These interactions can be both **competitive and cooperative**. Together with interconnectedness they lead a **shared fate** among the organizations. The members are **dependent** on each other, and the failures of firms can result in failures of other firms”. (Peltoniemi, 2006)
Digital ecosystems
1. Introduction

**Digital ecosystems**

A community of internal and external stakeholders in conjunction with a digital platform or an ICT-infrastructure, interacting as a system with long term mutual interdependencies, having competitive and cooperative interactions, which encompasses specific, limited spaces and having a shared fate.
1. Introduction

Digital innovation ecosystems

A community of internal and external stakeholders in conjunction with a digital platform or an ICT-infrastructure, interacting as a system with long term mutual interdependencies, having competitive and cooperative interactions, which encompasses specific, limited spaces and having a shared fate, namely innovation.
Digital innovation ecosystems: mode 1, 2 & 3

1. Introduction

Digital innovation ecosystems: mode 1, 2 & 3

1. IT department ecosystem
   - What: IT department ecosystem
   - Where: Backend
   - Purpose: Innovations for optimizing IT landscape
   - Example: ABN Amro case study

2. Business IT competence centers
   - What: Business IT competence centers
   - Where: between business and IT
   - Purpose: Drive digital transformation and Innovations
   - Example: Shell’s TaCIT

3. R&D center
   - What: R&D center
   - Where: outside the company
   - Purpose: Drive breakthrough digital Innovations
   - Example: DHL’s innovation center
Overview digital innovation ecosystem challenge

• ABN Amro has a large IT environment in many countries. A lot of the ICT environment is outsourced to service providers in several domains (AM, IM and EUM). Most of the outsourcing relationships are in the second or third generation. The contracts have a length of 5 years and most of them are almost end of ‘life’.

• ABN Amro has adopted a cloud strategy, which could help driving innovations that is created by the digital innovation department.

• Assignment: create an environment similar to the control room, with internal and external stakeholders, to provide a solution for forecasting outages in the IT environment, using A.I.
Contribution per participant – overview roles

- Enterprise
  - IT director
  - Enterprise architect
  - Manager information systems
  - Service level manager
  - Vendor & contract manager
- Strategic service provider 1 – Infrastructure management
  - Business development
  - CTO
- Strategic service provider 2 – Application management
  - Business development
Contribution per participant - From your perspective, think about

Enterprise

- IT director: how to achieve alignment between internal and external stakeholders such that the ecosystem delivers sustainable innovation and supports the steps to the business goals?
- Enterprise architect: what type of architecture is needed in order to drive innovation? And how does it interface with the back-bone?
- Manager information systems: Which requirements are needed for alignment between business and IT in relation to innovation?
- Service level manager: how can the current service providers contribute?
- Vendor & contract manager: how to procure the innovation related services and?

- Strategic service providers
  - Business development:
    - To what extend can the portfolio of the service provider contribute to develop the innovation ecosystem?
    - What type of governance is needed from the service provider side?
Contribution per participant - overall questions

- Which steps need to be taken to have a successful ecosystem?
- How are all the stakeholders interconnected?
  - Think about the disconnect with the current Departments and Service providers
  - How can they be connected?
- What should be the shared faith?
- The role of the service provider
  - What type of relationship is needed and how does this relationship influence
    - Type of contract
    - Type of collaboration
    - Type organisation