



What's hot in IT in the U.S.

Rick Bareuther

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Technologies You Can't Afford to Ignore

Top 10 Strategic Technology Areas for 2009

1. **Virtualization**
2. **Business Intelligence**
3. **Cloud Computing**
4. **Green IT**
5. **Unified Communications**
6. **Social Software and Social Networking**
7. **Web-Oriented Architecture** ..
8. **Enterprise Mashups**
9. **Specialized Systems**
10. **Servers — Beyond Blades**

Top 10 Strategic Technology Areas for 2010

1. **Virtualization**
2. **Cloud Computing**
3. **Web 2.0 & Social Computing**
4. **BI & Advanced Analytics**
5. **Mobile Applications & Tablets**
6. **Client Computing**
7. **Security — Activity Monitoring**
8. **IT for Green (regulations, energy)**
9. **Storage Class Memory**
10. **Fabric-Based Computers & Infrastructure**



Modified for 2011



New for 2011



Dropped for 2011

Budget cutting at all levels



Cloud Computing

- According to Gartner, Cloud Computing is currently at the Peak of Inflated Expectations
- A properly implemented Cloud solution should have far more redundancy and resiliency than an application built in-house.
- Cloud Computing solutions may have higher security than in-house solutions due to large scale high availability and necessity to build in security. Providers with weak security will not survive.
- Cloud solutions often cost as much and typically more than in-house solutions.
- How do Gmail, Amazon outages affect future rollouts?

Mobile Computing & Consumerism

- I-Phones, I-Pods, I-Pads, Droids, Xooms, etc.
- Business used to drive tech. After dot com bomb and housing collapse business purchasing dropped off, gadget purchasing did not.
- BYOT – Bring your own technology.
- How to support numerous platforms and upgrade cycles of 1 year or less?
- New dynamic driven by CEO's and top management. Totally different level of expectation by IT users and external customers. No forgiveness for service lapses.

IPad Ignites a Tablet Frenzy

- Tablet is not a new form factor but past success had been limited
- iPad leveraged iPhone mobile optimized UI and application ecosystem
- Kindle, other e-readers, iPod spur interest in content-centric devices
- Consumerization trend already injecting iPad into the business realm
- Cisco, Samsung, Toshiba and others heat up the competition



Business Applications

- Netbook replacement?
- Documentation/Repository
- Forms completion
 - Inspections
 - Surveys
- Advertising markup
- Image capture, content consumption
- Illustrations

Most Desired

Web-based Customer Service Apps to exploit gadgets – can we meet the expectations?



The screenshot shows the PublicStuff website interface. At the top left is the PublicStuff logo, which consists of a red speech bubble containing three white human figures, followed by the text "PublicStuff" in a sans-serif font. To the right of the logo are navigation links: "My City", "About My City", and "Submit Request". Below the navigation is a light blue banner with the text "PublicStuff: Get Stuff Fixed". Underneath the banner is a horizontal menu with four items: "1. Something needs fixing?", "2. Submit a Request", "3. Customer Service", and "4. Follow-up". The "1. Something needs fixing?" item is highlighted with a light blue background. Below the menu is a large image of a brick building with graffiti. Overlaid on the left side of this image is the text "Do things in your community, housing building or campus need to be fixed?". At the bottom of the main content area are four small inset images: a park with trees, a pothole in a road, a street with a large pile of trash, and a multi-story brick building.

PublicStuff

My City | About My City | Submit Request

PublicStuff: Get Stuff Fixed

1. Something needs fixing?
2. Submit a Request
3. Customer Service
4. Follow-up

Do things in your community, housing building or campus need to be fixed ?

