

“Life After Lockdown” What We’ve Learnt From Covid-19

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CoStratify Limited**

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Welcome to CoStratify

Key Facts:

- Costratify – A new company in 2019
- Formed from two previous companies - Tetras Solutions setup in 2015 and EASItect, setup in 2018.
- Strong experience in public and third sector, such as Local Authorities, Health, Housing and Charities.
- Strong experience in public cloud.
- 10+ consultant associates aligned to delivery with ability to perform implementations.
- North West England based - working throughout the country.



Andy Yates – Enterprise Consultant

Over 25 years in the industry, with 15+ years working closely with public sector in a consulting and advisory role at a CxO level. 12+ years spent with Lancashire CC as CTO with strong blue chip background.



Andy Shuttleworth – Enterprise Consultant

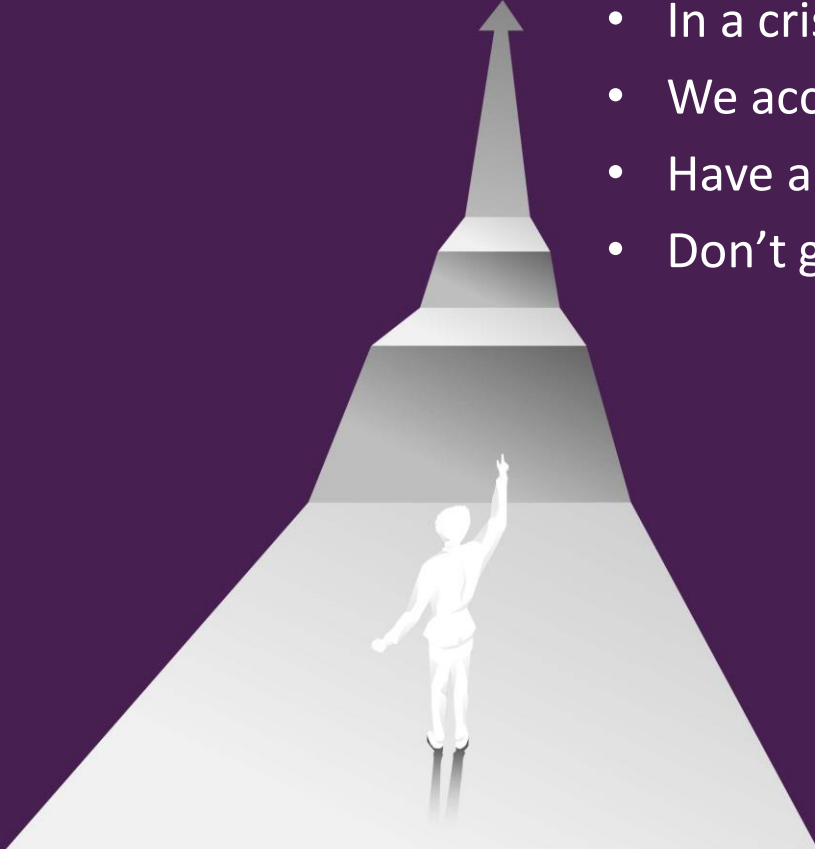
Previously Director of Infrastructure services at a Microsoft partner, with 15 years experience in Technical, Solution, Enterprise Architecture and Consultancy, specialising in working with public sector customers, providing cloud strategy, migrations and support.

Our work and experiences over the past two months ...

- We have a unique position that we act independently to guide and assist clients
- We have continued to work with 4 housing associations and 1 Council through the Covid crisis
- Our observations :
 - Demonstrable strong resilience, extreme innovation, can do attitude
 - Throw away the rule book, adaptable, flexible
 - Focused, teaming, collaborative, challenging
 - Structured, performance metric driven and dynamic reporting
- Lots of traits of collaborative behavior



In a crisis why is focus achieved ?

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- In a crisis we typically are less risk averse
 - We accept it is okay to throw away the rule book !
 - Have an 'all in it together attitude', common purpose
 - Don't get distracted – this is the focus, only priority

Crisis = Focus

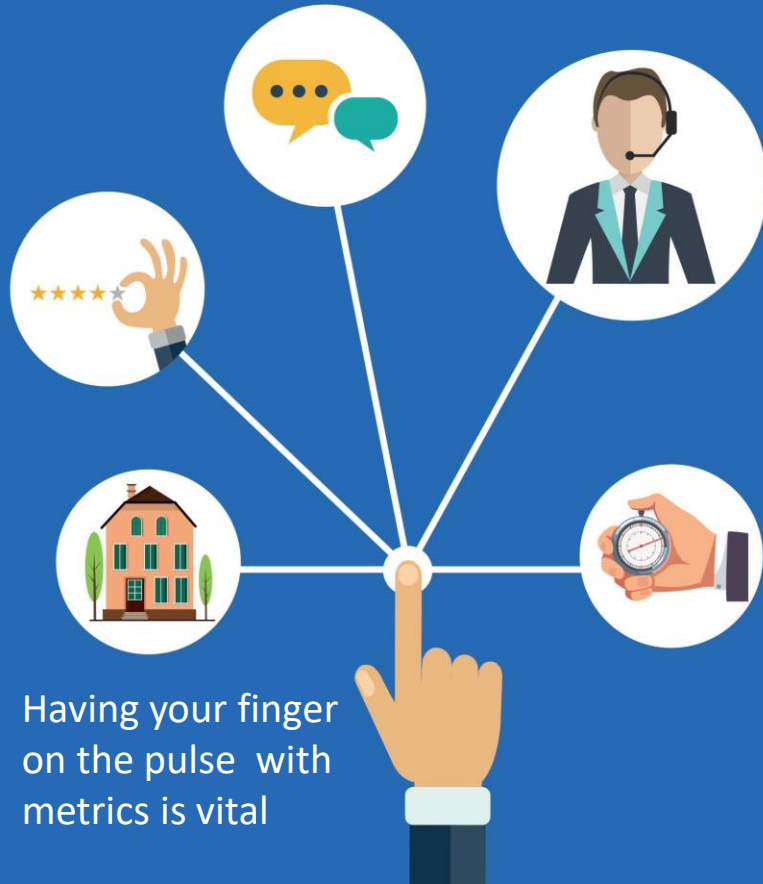
When we are focused why does delivery happen?

- Personal sacrifices are made to achieve success
- We ask more challenging questions – the Why and How
- We smash through poor processes and think differently
- We remove the phrase: we have always done it that way
- Staff are more available to consider improvements

Crisis = Focus = Deliver

A graphic illustration on a blue background showing several white paper airplanes in flight. Dashed white lines represent their paths, which converge towards a red target icon in the upper left corner. The text 'Crisis = Focus = Deliver' is centered in the lower half of the image.

The response is not surprising, the sector responds based on people doing the right thing, so what are the key lessons learned ?



Having your finger on the pulse with metrics is vital

- Nobody knew or knows how long this is for:
 - get comfortable and plan long term/next time
- Structure and governance is key:
 - log risks/ issues with decisions made/why
- Keep looking at the bigger picture (now/after Covid)
- Use MSCW and SWOT analysis
- Look out for all staff, this is so important
- Describe your new service in and after Covid is key

Tracking costs moving forward will be so critical



The new normal - what is it for this sector and what will it look like ?



Faster and more focused
collaborative response
to adapt to change



Expectation of service
from anywhere in the
way suited to the
user/customer



Working in the same
location together
will be by exception

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[illegible]

What is the new normal, an IT perspective ...

- Flexible working, more working from home, in the office only when needed with expectations of high service
- Business continuity is a new critical service not just a document that you review once a year
- IT Services offered, how they are delivered and tighter focus on cost with analysis of value obtained
- Change of support hours for IT as working patterns change with increased remote technology support and self service
- Having an adaptive IT Strategy and continuously reviewing your roadmap, monitoring suppliers and exploiting technology fast for business value
- Simplification, with higher expectation on IT to deliver even more value driven by business need, not IT desires
- Increase in cybercrime and organisational threat with security incident and event monitoring (SIEM) fully correlated



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Summary and Key Considerations

- Your services will need to be redefined (internal and external)
- You must understand your TCO of IT and the value IT delivers to the business
- You will need to run this as a programme of change and perform in the same flexible way as in a crisis
 - **No Crisis** = Focus = Deliver
 - We will have more responses like this to manage
- Things will change more frequently that will force strategic reviews and it is even more important to align IT to business need





Thank You & Questions



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