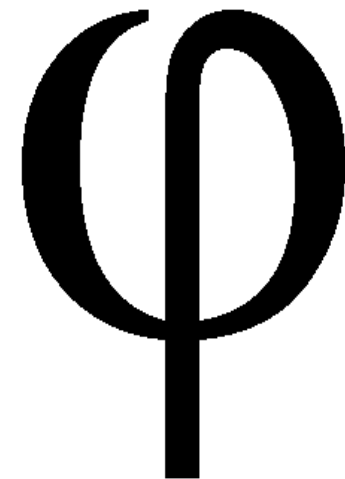


Outsourcing is a Relation (Someone might get hurt)

Piet de Visser

The Simple Oracle DBA



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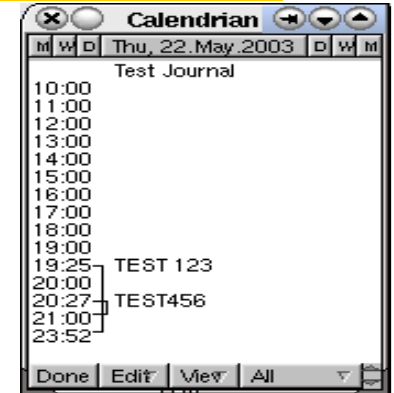
Agenda (<45 minutes)



SOLUTIONS THAT MATTER

Outsourcing: Why we Have to... (Hah ...)

Anecdotes (I'm sure you have them too...)



RCA – Mngment needs to know (# cat /etc/RCA ...)

What can You do ? (don't panic)

Discussion (Do Challenge!)

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Requirements, Constraints



SOLUTIONS THAT MATTER

- IT and IS should “just work”.
- IT and IS are specialized, strange things.
 - Janitor service ?
- Career for an IT/IS specialist or Cleaner?
 - Not in most businesses.
 - With “service” provider ?
 - Independent (but coordinated by whom ...) ?
- Hence: Outsourcing ! (Sign + Forget)



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Anecdotes...



SOLUTIONS THAT MATTER

- **O/S = layered expertise (NMP...)**
- **O/S = Many more “architects”**
- **O/S = Tickets (even between layers)**
- **O/S = Work done Everywhere (nowhere)**
- **O/S = Herd experts into groups – then Squeeze!**

- **O/S = Resistance to Change**
- **O/S = Avoidance of relevant groups (DIY, testing))**
- **O/S = milking “Exceptions”**
- **O/s = Cross-sellers Dream...**



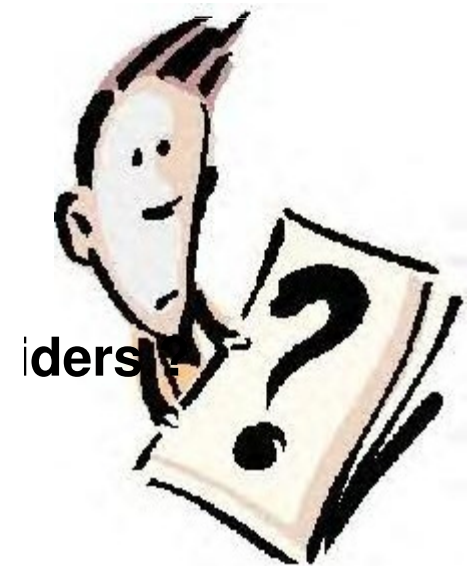
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Optional Intermezzo: Poll for audience



SOLUTIONS THAT MATTER

Thank You !



iders

ir **ORACLE** Knowledge

Analogy: Farming...



SOLUTIONS THAT MATTER

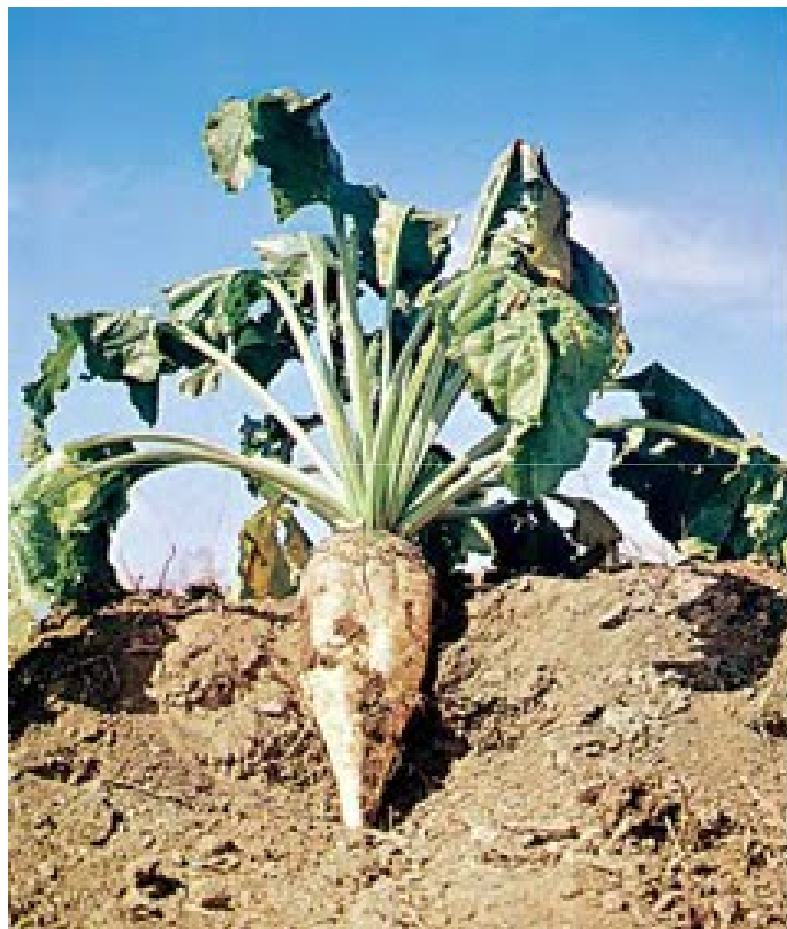


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Analogy: Precision, Skill is needed.



SOLUTIONS THAT MATTER



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Some farmers use “contractors”.



SOLUTIONS THAT MATTER

- **Some machines are Complex and Expensive!**
 - **Need long-term commitment.**
 - **Use: 5 days or 100 hrs/yr**
 - **Result visible 6 months...**
-
- **Outsource ???**
 - **Less investment,**
 - **Better Quality (?)**



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Back to IT: Root Cause Analysis



SOLUTIONS THAT MATTER

- **Cost – savings...**
 - Cheapest deal,
 - Contract granted / signed / reduced...
- **Sub-system optimizations**
 - Maximize My revenue... (give Me more power...)
 - Example: Logistics
- **Lack of coordination**
 - Expertise spread too wide
 - Tickets inside tickets...
 - Resources: not interested... (yaaawn)



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- **Motivation, Reward, for the person doing the job!**
 - Interest in Business ?
 - Incentive to work Efficient - For End User / Business?
 - (remember sub-optimization)
- **Details that help Incentives:**
 - A liberal “Duh-livery” manager... (don’t squeeze lemons)
 - Payment structure... (I don’t have a good answer)
 - Pride in product(s)
 - Engineers “Embedded” in customer (on site!)
 - Anecdotes: GE, Exxon ?

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Fixes 2/3 : Service Coordination...



SOLUTIONS THAT MATTER

- **Coordination (mostly : Duh-livrey)**
 - **Goal: Make sure end-result is optimal.**
 - **Close to “business” (e.g. an architect with a small Ego....)**
 - **Coordinator needs right level of “power” and diplomacy (..).**
- **Details that help coordination:**
 - **Groups in same location**
 - **Same language + culture**
 - **Only 1 ticket per job; and Only 1 ticketing system...**
 - **All Techies to understand the end-goals**
 - **(understand some business)**

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Fixes 3/3 : Focused Teams



SOLUTIONS THAT MATTER

- **All Customer- or “service”-activity in 1 team.**
 - E.g. multi-disciplined team - Team Spirit!
 - Storage, network, system, DBA, app: no handovers.
 - Even the “architect” ...
 - Allow close-monitoring, and fast-responses.
- **Details ..**
 - Expensive: keep team for 1 customer or system.
 - Requires work: team-management instead of “expertise”
 - Boredom....
 - Specialties ... (I wanna play with Exa-thingy).
 - ... (and someone will try to outsource the activities)

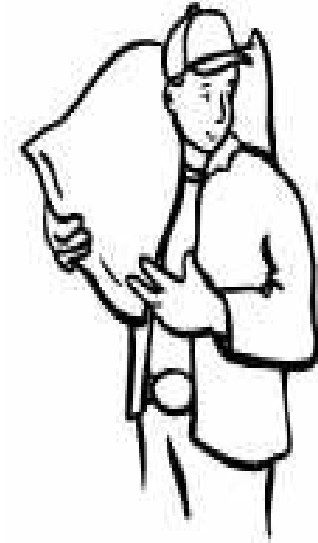
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What can an IT-guy Do... (Ne Paničarite)



SOLUTIONS THAT MATTER

- **Most decisions are not at IT level, But..**
- **Be Aware of the situation.**
 - **Who is your Boss ?**
 - **How does Boss make money ?**
- **How does Boss reward IT guys ?**
 - **Per hour: work slowly, many hours...**
 - **Per ticket: Then close many tickets.**
- **Per happy-customer: help customers!**



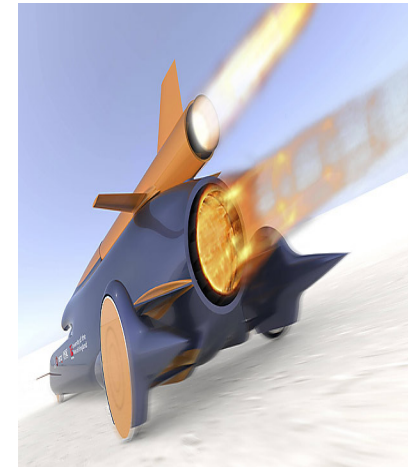
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My Opinion: Good Outsourcing



SOLUTIONS THAT MATTER

- **Yes!**
- **For some work, outsourcing is better the In-house DIY.**
- **Correct Incentives**
- **Good Coordination**
- **Focused Teams.**
- **Not many Outsourcers have this...**
 - **Do customers realize this ? Ask for it ?**
 - **My Dad had a Few Reliable Contractor\$\$\$...**
- **(apologies for the boring ppt, outsourcing is rather boring)**



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Don't Take my word for it...



SOLUTIONS THAT MATTER

Tahiti.oracle.com: start with concept-guides

Technet (but be critical)

Oracle-L : real world stuff

[www . Bloggingaboutoracle . org](http://www.Bloggingaboutoracle.org) (company ramblings)

[SimpleOracleDb . Blogspot . com](http://SimpleOracleDb.blogspot.com) (my ramblings)

Do some testing yourself ...

Goethe (simplicity, limitations...)



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- Questions ?
- Reactions ?
- Experiences from the audience ?



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Here...



SOLUTIONS THAT MATTER

- Placeholder slide to indicate
- END
- of this ppt,
- Remainder is just notes n stuff

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Commit Your **ORACLE** Knowledge

**Datawarehousing, Yes,
but my opinion of Business-Intelligence is less flattering
BI = make nice graph, hope boss likes it.**

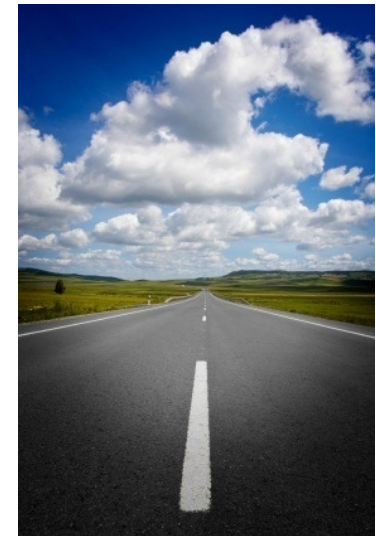
**As an Aside: I relly like Primeval..
(been re-watching it few times)**

What do we know of “BI TEMPORAL” data ?

Prof. SNODGRASS !

My Developers are in deep trouble because of it.

Rob squire



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