

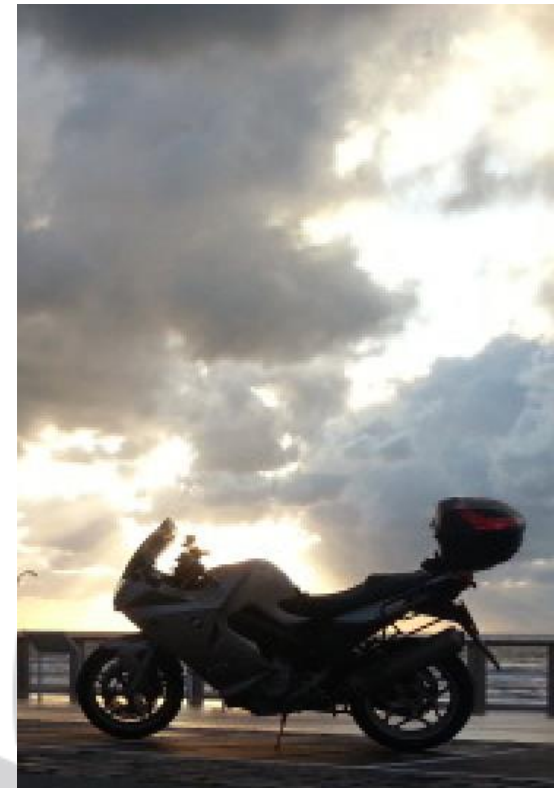


4SYNERGY

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Outsourcing is a Relation (Someone might get hurt)

Piet de Visser
The Simple Oracle DBA



Agenda (45 minutes)

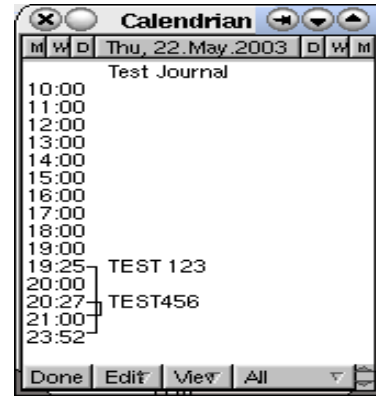
Outsourcing: Why we Have to... (Hah ...)

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

RCA – Mngmnt needs to know (# cat /etc/RCA ...)
(and 3 suggestions to fix...)

What can You do ? (don' t panic)

Discussion (Do Challenge!)





Requirements, Constraints

- 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)





Anecdotes on Outsourcing...

- **O/S = Work done Everywhere (nowhere)**
- **O/S = layered expertise (NMP...)**
- **O/S = Tickets (even between layers)**
- **O/S = Many more “architects”**
- **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...**



Not My Problem.. U have tikkeht? yes?... This has to go to Btrslv ... We' ll just get some VMs on our macbooks...
Ah, yessirr, eehh need PO... and you also need extra storage cabinet...



Thank You !



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Analogy: Farming...

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Some framing machines are quite complex, require skill to operate, and require several specialists to maintain (mechanics, hydraulics, pneumatics, tires...)



Analogy: Specialist Skill is needed.

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Some farmers use “contractors”.

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Machines are Complex and Expensive!

Need long-term commitment \$\$\$

Specialism: Use 5 days or 100 hrs/yr

Result visible 6 months...

Outsource ???

Less investment,

More Flexible

Better Quality (?)





Back to IT: Root Cause Analysis

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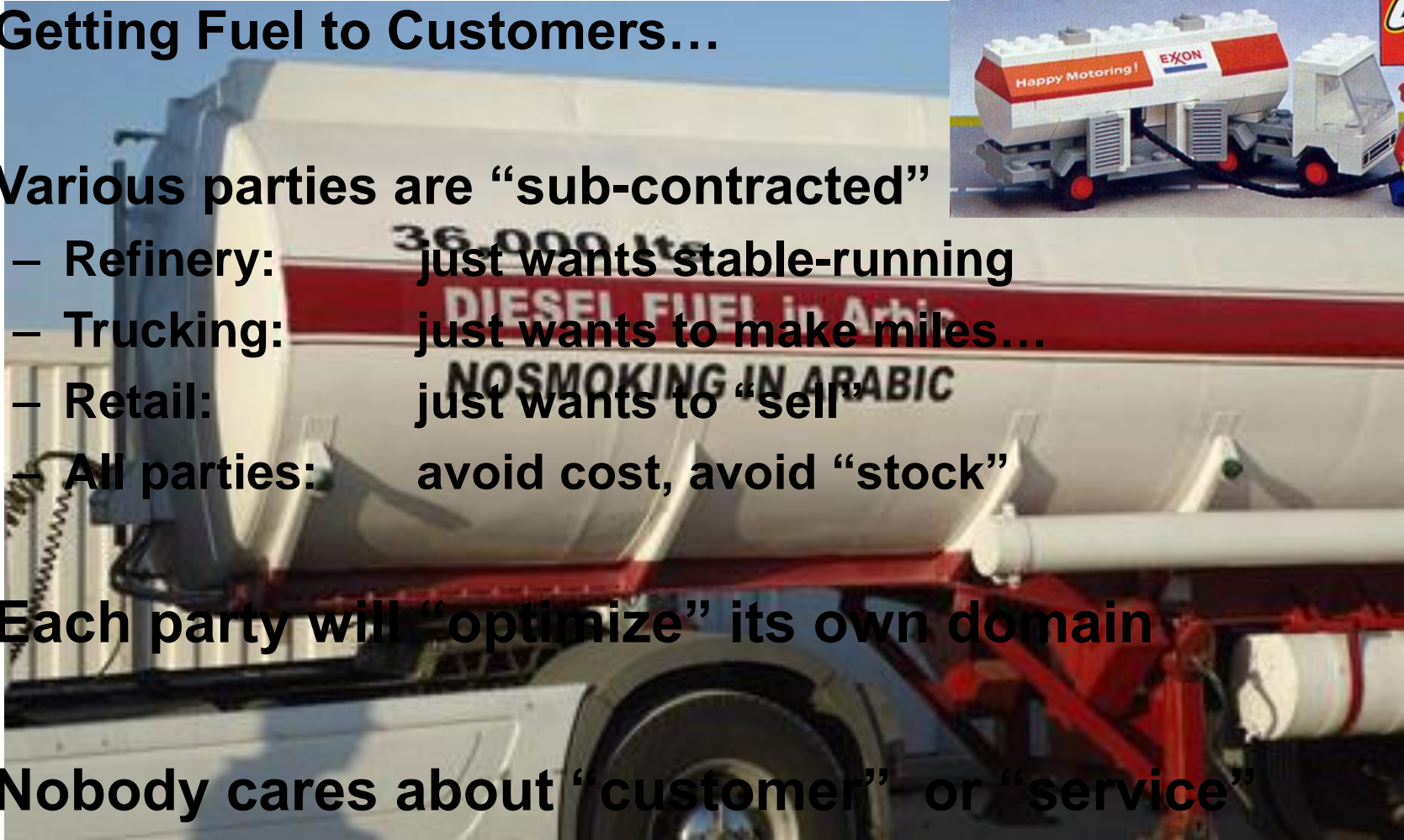
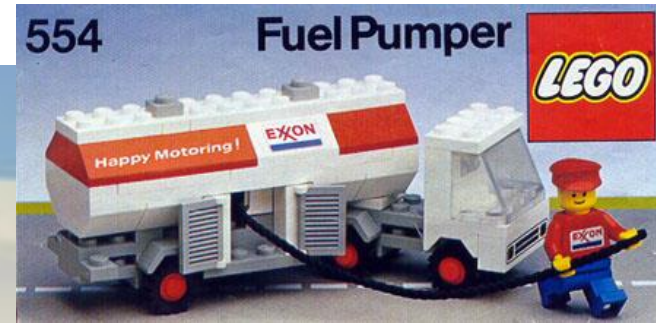
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- **Cost – savings...**
 - Cheapest deal,
 - Contract granted / signed / reduced...
- **Sub-system optimizations**
 - Maximize My revenue... (give Me power...)
 - Example: Logistics
- **Lack of coordination**
 - Expertise spread too wide
 - Tickets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





- **Getting Fuel to Customers...**
- **Various parties are “sub-contracted”**
 - Refinery: just wants stable-running
 - Trucking: just wants to make miles...
 - Retail: just wants to “sell”
 - All parties: avoid cost, avoid “stock”
- **Each party will “optimize” its own domain**
- **Nobody cares about “customer” or “service”**





- **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 ?





- **Coordination (mostly : Duh-livrey)**
 - **Goal: Make sure end-result is optimal.**
 - **Close to “business” (e.g. architect with a small Ego....)**
 - **Coordinator needs right level of “power” + 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)**





- **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)





What can an IT-guy Do... (Keine Panik)

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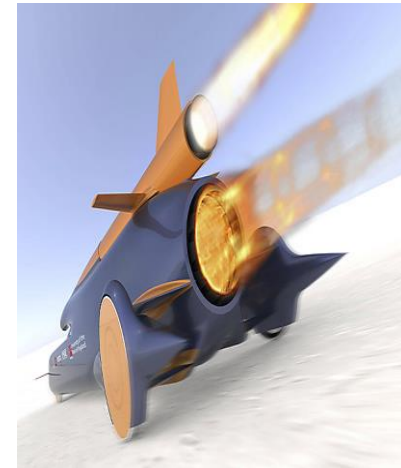
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- **Most decisions are not at IT level, But..**
- **Be Aware of the situation.**
 - **What is the end-goad of your “system” ?**
 - **Who is your Boss ?**
 - **How does Boss make money ?**
- **How does Boss reward IT guys ?**
 - **Per hour: work slowly,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





- **Yes!**
- **Mostly, outsourcing is better than DIY.**
- **Motivation: Correct Incentives.**
- **Coordination**
- **Focus: Teams, avoid “silos of expertise”**
- **Not many Outsourcers have this...**
 - **Do customers realize this ? Ask for it ?**
 - **(My Dad had a Few Reliable Contractor\$\$\$...)**
- **(apologies for boring ppt,... outsourcing is boring)**





Don't Take my word for it...

Tahiti.oracle.com: start with concept-guides

Technet (but be critical)

Oracle-L : real world stuff



SimpleOracleDbas.blogspot.com (ramblings)

Do some testing yourself ...

Goethe (simplicity, limitations...)





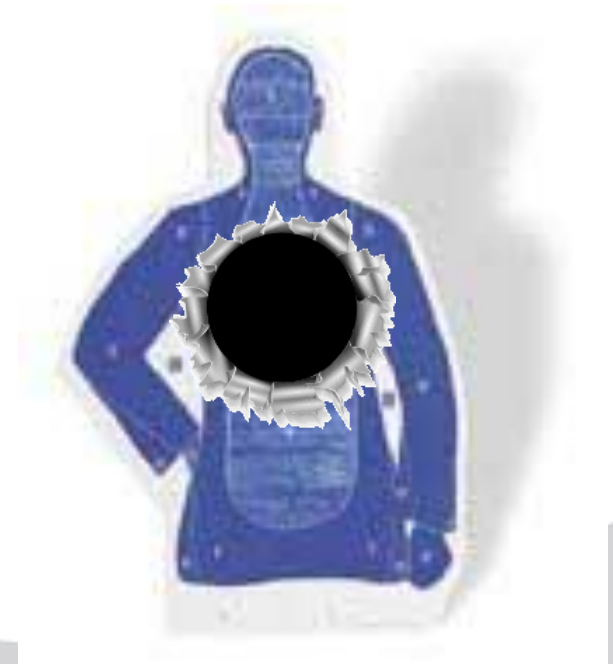
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Quick Q & A

3 .. 2 .. 1 .. Zero

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





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notes

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- I GOT QUESTIONS,,,

