

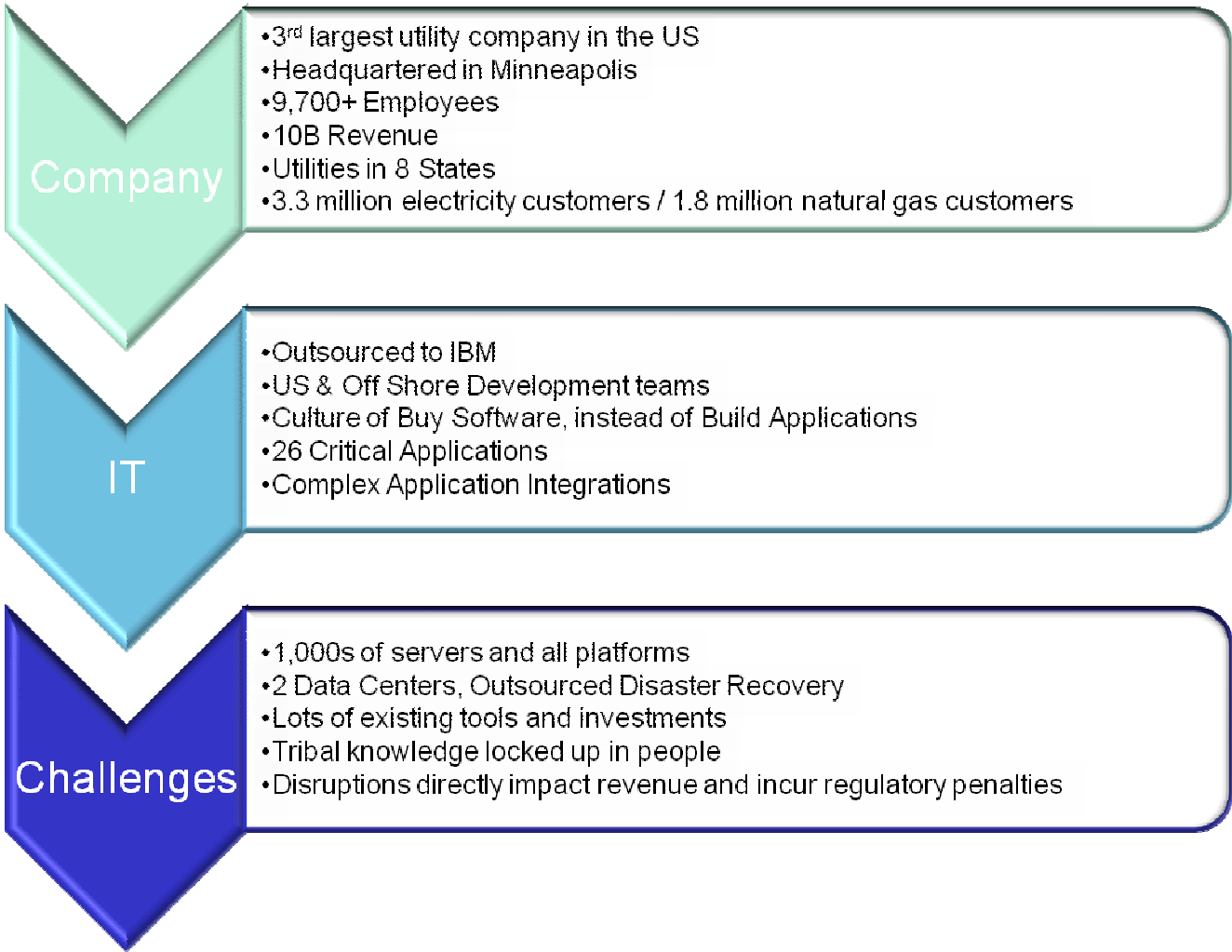
Breaking Down the Technology and Organizational Silos

Nagesh Anupindi, PhD
Chief Architect, Xcel Energy

May 1, 2008

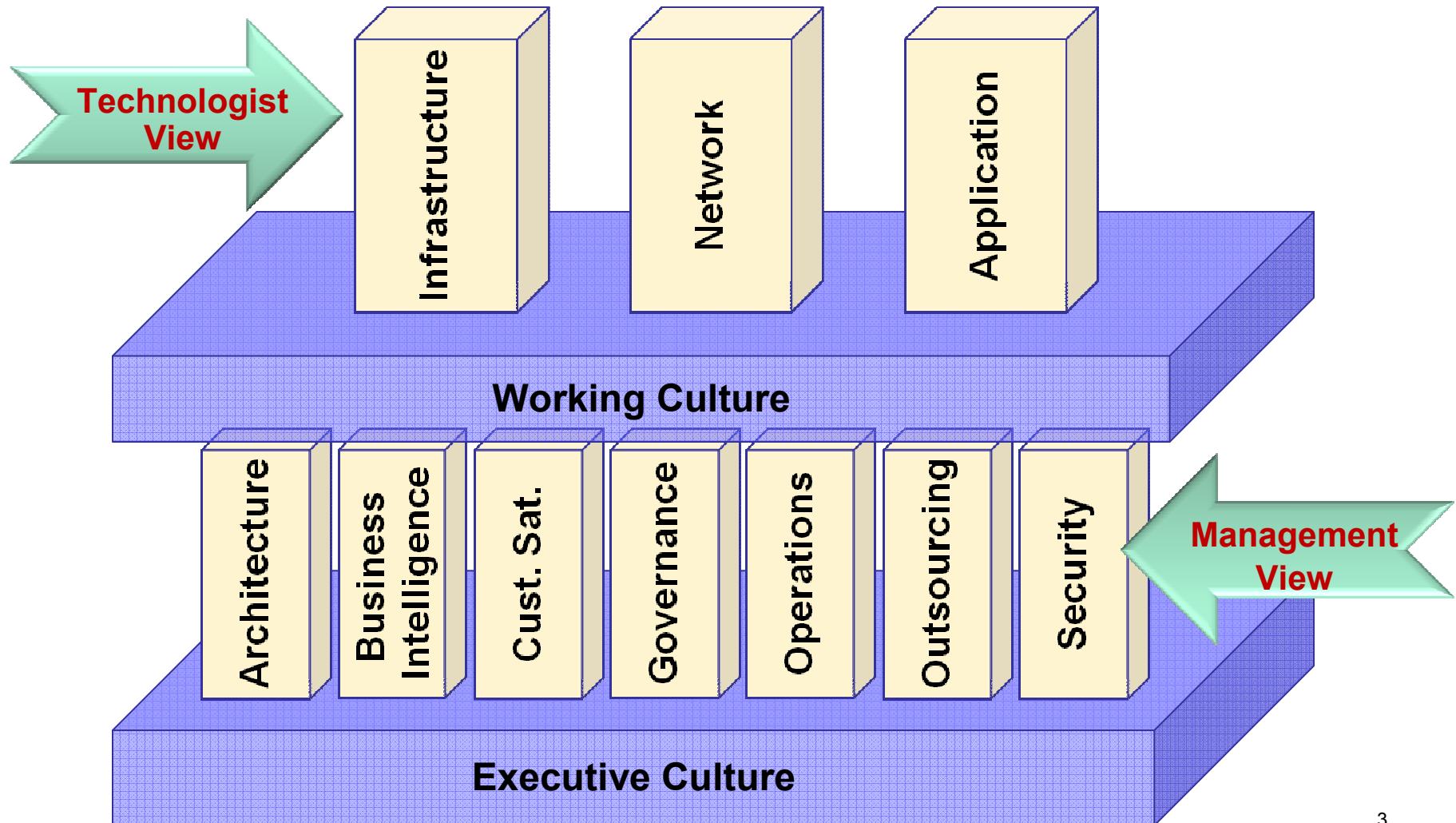


About Xcel Energy



Network InterOp

Makings of an IT



Issues with Technology & Org Silos

Incomplete

- Business Perspective
- Implementation Management
- Service Management (Support and Delivery)
- Infrastructure Management
- Application Management

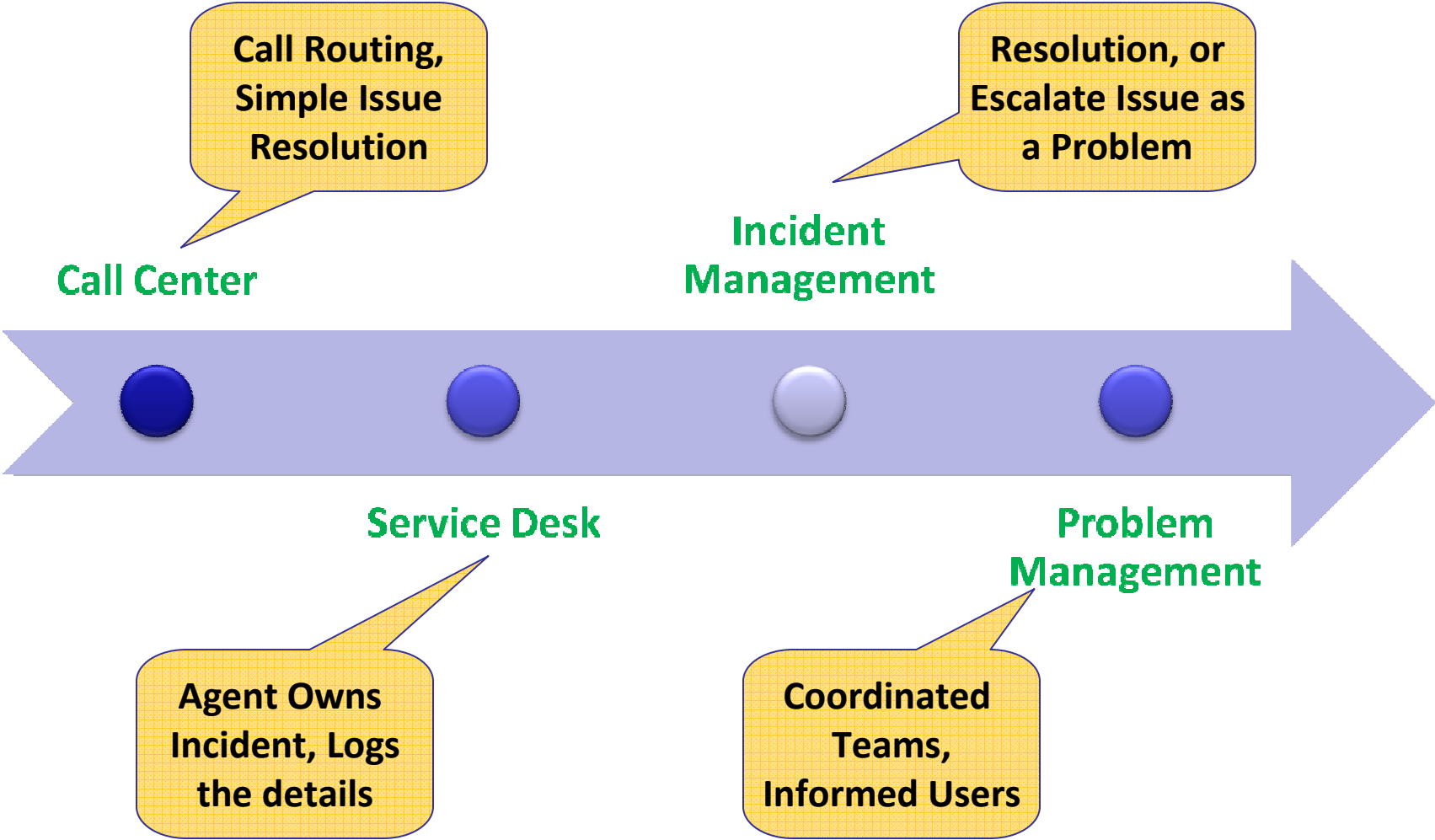
Owners & Founders

- Cultures built on Personalities
- Technologists do “Favors” not aware of their “Duties”
- Management Thrives on raising issues to get visibility

Financial

- Creating Processes takes Budget
- Lack of Process is easily substituted by finger-pointing
- Smaller organizations have high turn-over; leads to issues with knowledge retention
- Larger organizations face issues with letting people go; leads to issues with lack of creativity

Processes are not created during Crux



Coming Together in Difficult / Outage Times

