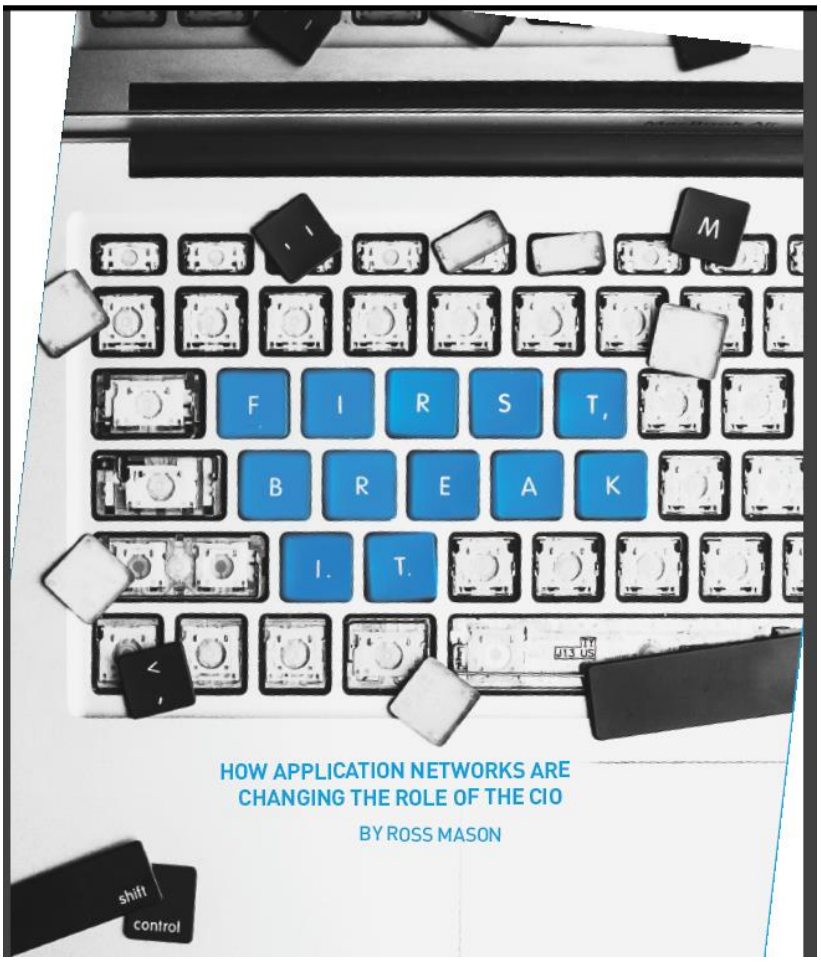

I just read a great book called "**First Break IT**" by Ross Mason (MuleSoft).

It is about looking at IT in a new way. Dramatically changing the role of IT within an enterprise.

I liked it because I could see the Service-Centric nature of the new IT realm.

Imagine taking the services that an enterprise delivers, and breaking these down into **composite microservices**. And doing the same for the data that an enterprise holds or sources externally.

Each microservice is a single-focused process, applied to a piece of data, to produce a new outcome.

These microservices, interconnected by APIs to a network, can be orchestrated in different ways to deliver different customer experiences. Some microservices would be used by several services within the organisation. The location of the software and data becomes irrelevant – in a **cloud**, on-premise, external enterprise, wherever.

The data is modulised and duplication removed. Each microservice and module of data becomes an asset to be used within the composite enterprise, by their suppliers, partners, customers and relationships beyond.

The role of IT becomes the governance and security of these assets. Managing templates (with API frameworks for security, error handling, monitoring, etc.) which can be provided to the various business units, for them to build and maintain their own services.

Speed to market increases 10-fold, delivering the **Agile**, flexible and fast response the business needs to act on rapid customer feedback. Business becomes masters of their own services. Microservices and data are reused to extract the best customer experience and optimise operational costs. Processes are broken down and **Lean Thinking** applied to remove waste. New ways of delivering the services become obvious. Services are built as skeletons with ‘plug and play’ components, as explained in the **ITIL Application Management** manual (V2). Different channels and experiences are constructed by selecting the appropriate assets from the enterprise asset store, or from the Web.

IT maximises **Configuration Management** and the use of the CMDB, by including CI records for each microservice and data module. The CMDB is searched for the desired composite asset to avoid reinventing the wheel. Devices of the **IoT** space, provide sensory data, via a gateway, to an Edge layer processing. This Edge layer manages the devices, communication (store and forward messaging), security (based on a zero-trust environment), data analyses and aggregates the data sent to the back-end systems. Value comes not from the devices, but rather from the clever new uses of the data produced.
DevOps releasing and ownership is extended throughout the enterprise. IT is the Centre For Enablement (C4E) that instructs and assists business units on how to manage their services. Rolling out Service Management to the whole of the enterprise, taking it through a **Digital Transformation**.

All of the pieces fitting together.

I am still getting my head around the full impact of what a new IT structure would be like. Naturally there would be issues in its construction and management. But begin to build on this basis, selecting a business unit, and its services and data, and learn by implementing/redefining it in this new way.

There must be business out there that are doing just that. I would love to hear from them. Share their experiences and help to build a brave new world.