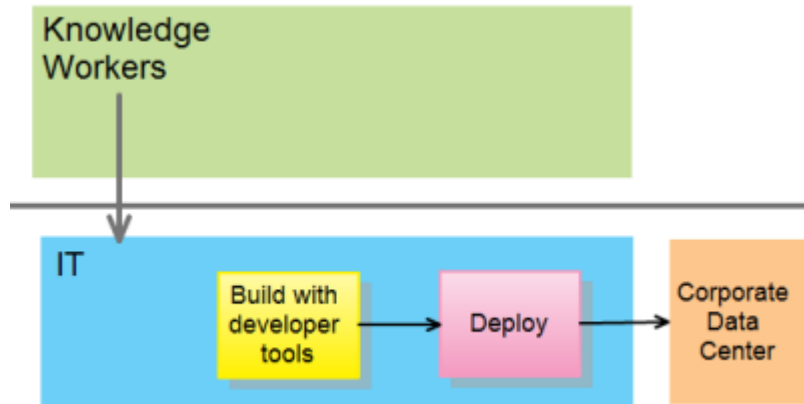


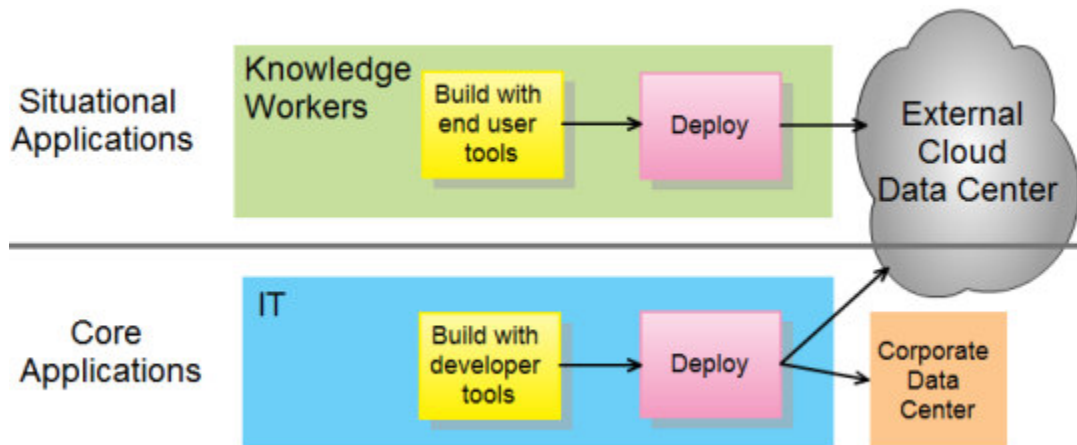
## The Transformational Power of the Cloud for Knowledge Workers

Until now, the IT department has been the **focal point of automation in the organization** because it has the **sole means of production** (programmers, etc.) and the **sole means of delivery** (the data center). If knowledge workers wanted anything more sophisticated than an Excel spreadsheet, they often had no choice but to go to IT:



The advent of the cloud and the platforms built on top of it are quickly changing this.

Now, knowledge workers have the tools they need to build their own solutions – solutions that are specific to their situation i.e. **situational applications**. But more importantly, they have a place where they can *deploy* the solutions they build– without having to go through IT. This is a critical, transformational change, and it is **facilitated by the advent of the cloud**:



IT is therefore no longer simply in the business of building and running enterprise software. - it is now also in the business **of empowering employees** to be as effective, efficient and innovative as possible - on their own.

Unfortunately, most companies are just not set up to handle this new way of doing things. They are trapped in an IT-centric development process, and the thought of giving business users the ability to do things themselves seems like a

big leap. But in the same way that outsourcing a spreadsheet to IT today is absurd, so too will outsourcing many types of business applications in the future.

To succeed in today's world, an organization must sweep away the notion of IT as the sole provider of information systems. Employees are willing and able to take responsibility for computerizing their part of the business. The new generation of workers in particular is not interested in waiting for IT to get around to meeting their needs. **As a result, IT will become less and less visible in solving the problems of its user base and more of a facilitator for the users to take care of themselves:**

