

# Modernizing IT Management

## It should be easier to deploy agency IT assets



**Matt Barry**, chief operating officer of HP Federal, explains the value of modern IT management.

### How do you define modern management in government IT operations?

Modern management allows agencies to deploy and activate both mobile and fixed devices with no specialized intervention from IT. Modern management gets IT out of the imaging business. It's more efficient and provides a better user experience.

### Hardware and software lifecycles are central to modern management. How are today's users affecting these lifecycles?

There's a tension. Users want shorter lifecycles while many organizations want to lengthen lifecycles.

Organizations should measure each individual device's performance and set thresholds and triggers for that performance, rather than tell users they can't have a device because it hasn't reached an arbitrary three-, four- or five-year mark. New software tools can help optimize that equation and avoid unwarranted refreshes.

### How can data help IT leaders measure the success of modern management?

Modern management platforms now enable us to collect both qualitative and quantitative data in a highly automated fashion. We can get real-time data on the user experience with sentiment surveys to understand how things are going. Data also makes it much easier to proactively

troubleshoot issues. I experienced this recently after my device had several blue screens within a couple of weeks. My IT support staff observed these crashes, contacted me directly and helped me fix the issue.

That's an absolute game-changer. Data can be the fuel for rich decision-making with modern management platforms, whether we're talking about providing a proactive support experience, easing deployment, analyzing system health analysis or right-sizing the entire fleet.

### What's one of the top risks of moving too slowly when adopting modern management?

Think about talent. We've got new generations of workers who don't have the patience for older deployment methods. They're tech savvy and don't mind doing things for themselves. Give them a self-service portal, some instructions and a search engine, and they're off and running.

Not adopting modern management means people are defocused on their core role and doing things that aren't adding value. This makes it more difficult to attract and retain knowledge workers. In the competition for talent, having modern assets and approaches is paramount. It can pay to cement a terrific user experience and get people excited to focus on the mission of the agency — which is exactly where they want their energy to be every day.



HP Inc. is a technology company that believes one thoughtful idea has the power to change the world. Its product and service portfolio of personal systems, printers and 3D printing solutions helps bring these ideas to life. Visit <https://www.hp.com/us-en/solutions/government-it-solutions.html>.