



# Client Bulletin



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*An update on our activities - for clients of Diaz Research.*

*This is the first issue of our Client Bulletin, which combines in one place what used to be found in our research and meetings and teleconference schedules. It does not replace the Diaz IT HR e-newsletter. The Bulletin will be issued a few times a year.*

## What's happening?



We described in general terms the changes we are making to our services, in documents titled **Diaz 2.0**. This Client Bulletin gives the specifics: dates for our events (face-to-face, online etc.), research we are doing, and other news.

## Breakfast meetings:

Our first breakfast meetings will be held outside London, at locations that reflect where clients are clustered. Initial meetings will start at 9am and finish at 10.30am, but this (and the locations) could change in the light of local preferences. ('Breakfast' at these meetings will consist of a croissant or two, not full English.) Meetings will start with introductions, what's happening round the table, and then they will feature a couple of discussions on specific IT HR topics (we will consult attendees in advance). Possible topics include IT contractors, talent management in IT, redundancy/compromise agreement practices, IT job rotation, standby pay practices and women in IT. Topics at each meeting will be selected by attendees.

### North West ...

This meeting will be held on Thursday April 23rd in The Holiday Inn at Junction 21 of the M6. Companies invited (most of whom will be present) include AstraZeneca, AXA, Barclays Bank, Cargill, CFS, Sodexo, Unilever and more.

### Dublin ...

This meeting will be on Wednesday April 29th and in the Beresford Place centre at the Hotel Isaacs beside the Financial District. Companies invited include Allied Irish Bank, Bank of Ireland, Eircom, ESB, Google, Irish Life and more.

### East Midlands ...

This meeting will be on Monday 11th May in the Holiday Inn hotel just off Junction 2 of the M6. This is located just at the southern end of the M69 coming down from Leicester and Nottingham, for ease of travel

from those cities. Companies committed to being present include Alliance & Leicester, Boots, Cadbury, Capital One, E.ON, Experian, and Rolls Royce.

### Edinburgh ...

This meeting will be held on Tuesday 12th May in the Ramada Mount Royal hotel on Princes Street, a couple of hundred metres from Waverley station so as to make the trip from Glasgow easier. Companies committed to attending include Aegon UK, JP Morgan, National Australia Group, RBS, Scottish Courage, Scottish Power, Standard Life and Tesco Personal Finance.

### West ...

This meeting will be held on Monday May 18th in the Stanton Manor hotel beside J17 of the M4 to make journeys from outside Bristol easier. Companies invited include Airbus, AXA, Clerical Medical, The Environment Agency, Nationwide, RWEpower, Orange, Vodafone, WH Smith and Zurich Life.

## Invitations to breakfast meetings...

Contacts in each area should already have received invitations to the relevant meeting(s) but unknown to us your company may have a presence in several areas. If you, or a colleague, would like to attend one let us know and we should be able to accommodate you.

Please feel free to pass on news of these breakfast meetings to local teams within your company.

## London & the South East...

Following the introduction of breakfast meetings outside London we shall, later in 2009, introduce breakfast meetings for clients in London and the South East. These will probably include City breakfast meetings for Finance clients. Location is an issue we are unsure about. For example, would a South-of-London breakfast meeting be most convenient if located just off the south/south-west M25 to suit car travellers, or at Waterloo/Victoria station to suit train travellers? **Ideas/ thoughts would be welcome:** we will do what suits the majority.

## Recent research:



The following research has recently been published. If you have not received the PDFs tell us and we will resend them. Those with online boxes through box.net (see page four for more about this) should be able to locate them there.

### 4018 IT People & Organization Review 2009

This review, sent out in January, looks at key aspects of IT people and organization in 2009. It seeks to help IT leaders and the HR professionals who support them to tackle short-term, and selected long-term, issues effectively.

### 7040 Analyst Note: Aptitude testing in the IT function

What aptitude tests are commonly used with IT people, how are they used, what attainments are expected, and how satisfied are employers that these tests are effective? Two versions of this Analyst Note were released in January - a more detailed version was available to those who contributed details.

### 7041 Analyst Note: Setting IT contractors' daily rates

How have IT functions set the daily rates paid to freelance contractors? What is good practice in this area? This Note looks at market data and the process of negotiating, at the time of contractor engagement, daily rates.

### 7042 Analyst Note: Changing the culture in the IT function

The recession is not the only driver in IT at present: many CIOs are seeking to improve the effectiveness of IT staff by changing their behaviours - especially the behaviour of those who face the business.

### 6029-1 Snapshot Research: Contractor daily rates

After a bout of unilateral cutting of daily rates, the practices of large blue chip companies are in a state of flux. This quantitative report looks at current practice and will be invaluable in helping companies decide on the scope (or lack of it) for further reductions. Further versions of this will be released as more data becomes available. **NOTE:** we plan to issue an updated version of this in April.

## In the pipeline:



The planned research schedule puts a lot of focus on cost with a combination of papers providing benchmarking and advice on how to cut costs. But we have not forgotten completely that other area: talent management.

### 6029-2: Contractor rates update

We plan to issue an updated version of this in April.

### Analyst Note: IT bonuses

We have mapped changes in IT bonus practices over the years and discussed present practice with a range of clients. This Note presents an analysis of practices, trends and issues, and highlights some key conclusions for those managing pay. (April)

### Snapshot Research: IT Learning and development

This quantitative report looks at current development issues, budgets, practices and experiences in selected learning and development and talent management areas, including their experience of different training providers. (May)

### Analyst Note: Standby pay rates

Compensation for being on standby outside working hours varies greatly between employers - perhaps more so than any other aspect of pay. What are the up-to-date practices and trends in this area? (May)

### Analyst Note: Exit packages

What packages are given to those being exited from IT jobs? This Note will cover financial and other forms of assistance, and will cover what current practices actually are in this little-publicized area. (June)

### Snapshot Research: IT resources and resourcing

What is happening on IT headcount, for employees and contractors? What level of recruitment is now taking place? And how are companies allocating and deploying resources? This quantitative report will answer these and other questions. (July)

### Analyst Note: Getting value from training providers

How can you maximize the value you get for your IT training budget? What are some of the tips that can help in selecting and dealing with training providers? (July)

## This year's summer project

Each year we look at a specific area in a little more detail. This year's choice of topic was prompted by a question posed during a recent online conference: **How DO you develop the interpersonal skills of technical people?** Better answers to this question are urgently needed and we shall be collecting answers over the next few months.

## Areas for later in 2009

Possible later topics include: IT pay policies; IT shift payments; sources of IT pay data (old and new); IT base pay management; women in IT. We will select and sequence these to reflect changing priorities and what clients advise us.

## Online presentations



Another innovation is online **presentations** on IT HR topics by selected experts. We have now planned the first few events. All clients who take our newsletter will be sent an invitation to register for these - do look out for yours. If you accept it we will book a space for you and send you login details.

## Learning Management Systems (LMS): hindrance or help?

**1pm Thursday 30 April 2009**

At the recent Learning Technologies conference that Alan Bellinger chaired, one speaker described a situation of 'LMS paralysis' whilst another speaker said that their project 'would have been impossible without our LMS'. In this session Alan will explore the issues that lead to such a polarisation of views and provide a framework of reference that will enable you to judge what you can do to ensure LMS helps, rather than hinders, your work in developing IT people.

Alan is a well-known expert in the IT learning and development sector. He regularly features in IT Training magazine and consults to the Institute of IT Training.

## Remotivating the mid-life worker

**2pm Tuesday 16 June 2009**

IT functions are increasingly populated by mid-life workers and many IT and IT HR managers are concerned to remotivate any such workers whose motivation flags.

Professor John Arnold of Loughborough University Business School, author of 'Managing Careers Into the 21st Century' and an expert on career issues and career development will in this session talk about the issue of remotivating the mid-life worker.

## How web conferences work

Many clients already use some form of web conferencing, and they tell us they like it. We use WebEx, familiar to many. This allows a presenter to talk through a presentation, which is visible in your browser on your PC. It also allows polls and participation in discussions. To use it:

- Sit at your PC, with a desk phone at hand, at the appointed time.
- Open the email we send you with the details and click on the link provided: that connects your PC to ours and allows you to see the presentation that is being made.
- Dial the phone number provided: that lets you hear what presenters are saying and lets you talk to others.

## Teleconferences



Where the objective is simply to chat through a topical issue for half an hour or so, teleconferences are still an excellent tool. We will therefore continue to have a programme of these despite the availability of online channels.

## SAP skills and pay issues

**11am Thursday 14 May 2009**

In this Teleconference we will share experiences of the specialized area of SAP skills issues, an area often reported as a problem for SAP-based companies, especially in the wake of the spread of SAP applications into more companies, and new software releases where skills are not easily developed. This Teleconference is a chance to catch up informally with others who may be experiencing similar issues.

## IT productivity measurement & improvement

**11am Thursday 25 June 2009**

Productivity measurement is a Holy Grail for many in IT, and productivity improvement is certainly a necessity for many, as a result of IT headcount cuts. In this Teleconference we will share experiences of the challenges of measuring and improving IT productivity. This will be of interest both to HR people and to many IT managers - so feel free to pass on the invitation within your company.

## London dates

The following dates are for London-based all-day meetings (NOT breakfast meetings). Members of the relevant Programmes will be sent details separately.

## IT HR Executive Update Programme:

**Thursday 11th June, London.** This will be aimed at the IT HR Business Partner or the person within IT with 'people management' accountability.

Details will be sent to members shortly.

**Thursday 25th September.** Note this date in the diary if you are a Programme member.

## IT HR Landscape Programme:

**Friday 27th November 2009, London.** This will follow the popular format of round-the-table updates and problem solving, covering all the principal areas of IT HR and 'people management' practices.

## Global IT HR: A growing dilemma



For some time now we have been aware that those managing IT HR across the globe are not well served in terms of information exchange and networking opportunities.

Nor is there much by way of IT HR networks outside the UK. We embarked on a search for a way of extending our formula outside the UK and Ireland, perhaps by linking up with another company. But after various discussions with key industry players it is clear that IT HR is seen as too much of a niche for any of the four companies we talked with to have any interest in following in our footsteps. So since no-one else will do it, this is an area where we will help our existing global clients and other global companies.

We are introducing a combination of face-to-face meetings and online presentation-and-discussions to help our clients in this space. This **October** we plan to hold a meeting in **Brussels** for a few select companies across Europe - we do not yet have a date as we are in negotiation with a CIO who will be our keynote speaker and whose diary we will seek to fit round.

## IT HR in North America?



Some IT HR managers, having experienced the informality and privacy of Diaz Research meetings in the UK, have moved to the USA and found that there is nothing very much there. We are interested in having a trial meeting later in 2009 to help those clients who have significant IT populations in North America, and to see if there is any potential for a similar network there.

We will invite selected non-clients to that meeting which will be held in New Jersey. The focus will be mainly North American but we may also touch on global IT HR issues if the desire is there.

## And low-tech: contact lists



Better networks are about more than just meeting and technology. We will provide contact lists - not just for our principal client contact in each company but also (as they develop) for our specialist networks. You will thus have informal networks you can draw on directly.

We will of course continue to offer our help in identifying the right person and company to talk to regarding any people and organization topic you choose. Remember we are happy to send a question round the network and collect the responses, if these are likely to need to be anonymized.

## Online access



If you are reading this Client Bulletin you (or your company) is a Diaz subscriber and that means someone in your company (maybe you!) has the right to access, online, the past research that your subscription has 'paid for'.

Your library is hosted by box.net on our behalf so if you want access do call us and let us (Susan Soper) know. Email: [s.soper@diazresearch.com](mailto:s.soper@diazresearch.com)

## Specialist networks

We have been very busy setting up breakfast meetings but we have not forgotten the huge potential of having specialist networks for IT talent management/learning and development and other specialists to 'network' with fellow professionals. This is something we will be developing in 2009.

## Next Steps

We will shortly be in touch to ask for:

- Your permission to include names and contact details in our lists. (NB: only those making their details available will get others' details.)
- Confirmation of individuals who want to be involved in specialist groups.

## Diary Round-up

Date	Event
23 April	North West England breakfast meeting
29 April	Dublin breakfast meeting
30 April	Online session on <i>LMS: hindrance or help?</i> with Alan Bellingier
11 May	East Midlands breakfast meeting
12 May	Edinburgh breakfast meeting
14 May	Teleconference on <i>SAP skills and pay issues</i>
18 May	West of England breakfast meeting
11 June	IT HR Executive Update Programme meeting, London
16 June	Online session on <i>Remotivating the mid-life worker</i> with Professor John Arnold
25 June	Teleconference on <i>IT productivity measurement and improvement</i>
24 Sep	IT HR Executive Update Programme meeting, London
Oct. (day tbc)	Global IT HR meeting
27 Nov.	IT HR Landscape meeting, London

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