



ISE[®] WEST EXECUTIVE FORUM

Nominee Showcase Presentation

Informatica
Informatica Cloud Hosting Service
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CISO



Company Overview



- Informatica is the world's No. 1 provider of data management solutions, in the cloud, on-premise or in a hybrid environment.
- 3,600+ employees
- 7,000+ customers
- Headquarters in Redwood City, Calif.
- Leader across 7 Gartner Magic Quadrants and 3 Forrester Waves

Informatica Cloud

- 4,500 customers using Informatica Cloud
- 300 billion+ transactions per month
- Ranked by Gartner as the Number One iPaaS Solution Provider Worldwide based on market share revenue



Presentation Overview

Cloud Transformation Journey

- Anticipating changes in the market
- Transforming multiple departments at once
- Defining and forging relationships (the tough part)

Putting Potential to Work

- Delivering value to customers
- Improving internally & challenging each other
- Setting the pace for our space

Lessons Learned

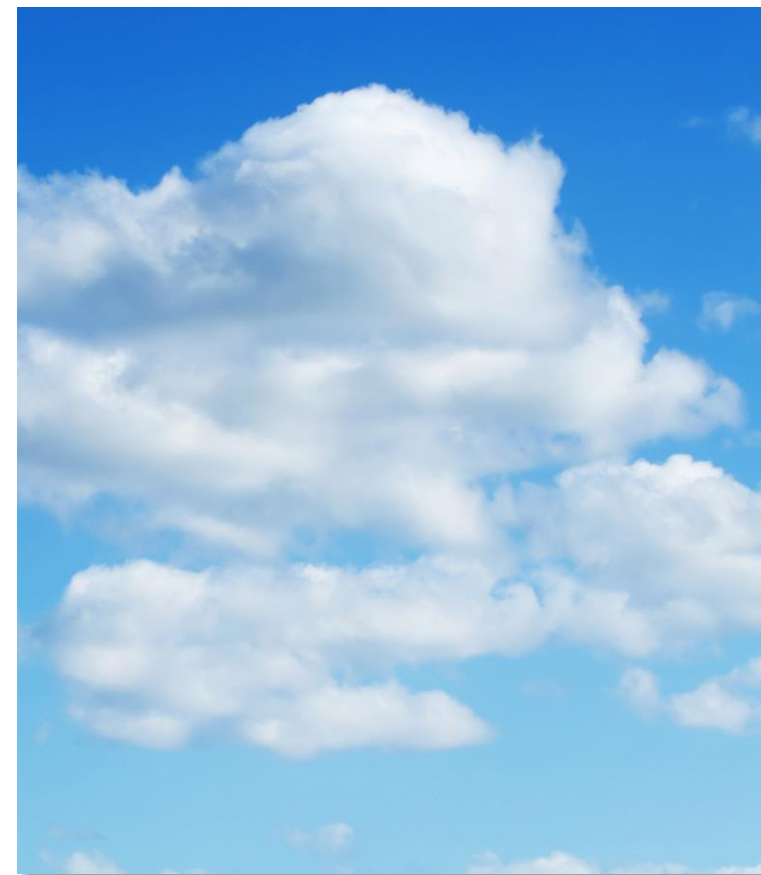


Cloud Transformation Journey

Lines of Business (not IT) is the new customer.
Customers focus on the ~~technology~~ solution.

Product management view of customer demand:

- Agility. Lower barrier to entry and shorter time from investment to capability.
- Trust. Alignment to industry compliance frameworks (HIPAA, SOC2) is table stakes.
- Abstract away the technology. Prerequisites (datacenter, servers, storage) have changed, our customer is no longer IT.





Cloud Transformation Journey



Business transformation also drives role changes: software shop to platform service provider.

Managing products -> services change creates opportunity:

- Start simple at first, then add features. Quickly identified need to build a common platform in order to scale. Frequent & ongoing internal socialization required.
- Rapid functional iteration. Continuous Integration, continuous deployment, expanding ecosystem of partners; batch => stream.
- Risk transference. Data security & availability now shared with the service provider.



Putting Potential to Work

How did we do?

- Stable universal-platform hosting enclave
- Centralization of DevOps skillset & efficiencies across product lines
- What about security? Socialization & building shared goals, leverage external validation
- Still trying to figure out, is it better to take Devs => DevOps or IT => DevOps?

Secret Sauce: Iteration

- Start Simple, deconstruct app monoliths & org silos
- Move toward one team, one goal => DevSecOps
- Fail fast, learn fast. Measure everything.



Lessons Learned / Best Practices



Compliance goes beyond the audit: establish operational discipline

Focus on automation and codifying security controls into operational runtime & steady state processes.

*Build for security,
compliance comes for
the ride.*



Lessons Learned / Best Practices



Foster rapid collaboration & engagement from cross functional teams

Leverage SCRUM methods, co-locate working space

Social events to build cross-functional relationships that go beyond transactions -> Trust.

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the ride.*



Lessons Learned / Best Practices



Build ownership for the outcome, not components

Align MBOs so all teams + those who manage dependencies are working towards the same goal. “You build it, you own it” mantra.

*Build for security,
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the ride.*



Lessons Learned / Best Practices



Socialize ideas in multiple contexts

Each stakeholder group (IT Ops, Security, Legal, Privacy, Product) has a different context of the objective. Use “their” language.

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Thank you and Questions

Questions?

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