

# The IT director's guide to managing change *without losing control*

How to stay ahead of security,  
AI, vendor shifts, and user pressure.

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*Empowering You Through Secure Technology*



**If you've been in IT long enough, you'll have noticed that while the job description hasn't changed on paper, the reality has shifted considerably.**

A few years ago, your biggest challenge might have been keeping the network stable and managing the helpdesk queue.

Today, you're navigating AI tools employees adopted without asking, a vendor landscape that seems to update itself every quarter, and a board that wants transformation but has questions about the budget.

None of those things are going away. But there are ways to get ahead of them rather than simply absorbing them.

Being deliberate about governance before an audit forces your hand.

Putting a framework around AI adoption before the next tool arrives.

Running a proper discovery process on shadow IT rather than reacting to incidents.

Watching vendor roadmaps consistently rather than catching up when changes land.

***The IT directors who are managing this well are making clearer decisions about where to focus and being honest about where they need support.***

## The governance burden **HAS GROWN FASTER THAN YOUR TEAM**

Compliance frameworks, data protection obligations, and internal audit requirements have all expanded in the last few years.

And while your organisation may not have grown much, the documentation, review cycles, and policy maintenance that governance demands certainly has.

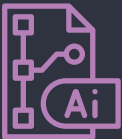
The risk here isn't the time it takes. It's that governance work is largely invisible until something goes wrong.

IT directors often carry this alone, absorbing hours each week into policy

reviews, incident reporting, and vendor assessments that sit outside the helpdesk metrics leadership sees.

Rest assured, you're not the only one finding that governance is eating into the time you'd normally spend on forward planning.

The departments managing it well tend to have either dedicated resource, or a trusted external partner who can share the load on specific frameworks without needing to own the whole function.



## AI is already in your workflows, **WHETHER YOU PLANNED IT OR NOT**

Most IT directors and managers have a version of the same story.

A department head mentions they've been using an AI tool for a few months. A quick audit reveals it's connected to live data.

Nobody asked IT, and nobody thought to.

This isn't a crisis, but it does require a response.

The instinct to lock things down is understandable, but in practice it tends to push AI use further underground rather than eliminate it.

**The more useful question is:** What would a managed approach to AI adoption look like?

That usually means having a clear view of what's being used, with a light-touch approval process that's fast enough that people don't feel the need to work around it.

It means understanding where AI touches sensitive data and being able to answer that question confidently in an audit or board review.

The IT directors and managers who are navigating this well are structuring conversations earlier and setting up a framework before the next tool arrives, rather than reacting after.

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## Managing shadow IT ***WITHOUT STARTING A WAR***

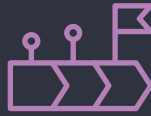
Shadow IT has existed for as long as there have been restrictions.

*What's changed is the volume.*

When any employee can sign up for a SaaS tool in two minutes with a work email and a credit card, the number of unsanctioned applications in the average organisation has grown substantially.

The traditional approach, which involves finding it and removing it, creates friction and rarely solves the underlying problem.





People adopt tools because something in the approved stack isn't meeting their needs. *It's worth understanding what that is before you act.*

A more sustainable model involves visibility first.

Knowing what's out there means you can make informed decisions about what to absorb into formal IT management, what to tolerate with guidance, and what genuinely needs to go.

The departments that handle shadow IT well tend to have a repeatable discovery and assessment process, not a one-off audit that gets ignored a year later.

Where IT directors or managers often find specialist support helpful is in running that discovery process without pulling internal resource off higher-priority work.

Visibility tools and assessments are a good example of where co-managed support pays for itself quickly.

## Keeping up with **VENDOR ROADMAPS**

Microsoft alone changes enough each year to occupy a significant slice of any IT team's attention.

Add the other major vendors in a typical stack, and tracking what's coming, what's being deprecated, and what requires a migration project becomes a job in itself.

The Microsoft 365 roadmap is a good example.

Changes to Teams, SharePoint, Entra, Intune, and Copilot often require either user communication, policy updates, or both.

When those updates arrive without much notice, IT teams absorb the reactive work.

When they're anticipated, the same updates become planned projects with proper lead time.

Staying ahead of vendor roadmaps requires someone to be watching them consistently.

That's straightforward when your team has the headroom for it.

When it doesn't, important changes get missed until they become urgent.

A co-managed partner who monitors this as part of their daily work can feed you the relevant updates without you needing to read every release note yourself.

That's one of the less visible but genuinely useful things specialist support can provide.

## Training users ***WITHOUT BECOMING A FULL-TIME TRAINER***



*The gap between what most organisations pay for in software and what their staff use tends to be large.*

Microsoft 365 is a common example.

Most organisations have access to tools like Planner, Loop or Copilot that are sitting unused while people work around them with email and spreadsheets.

Closing that gap requires user education. And user education takes time that most IT teams don't have in abundance.

There's also the question of who does it well.

Being technically excellent and being an effective trainer are different skills. Not everyone is comfortable in both roles.

One approach that works for several IT directors is separating the ownership from the delivery.

IT owns the training strategy and decides what people need to know and when.

Delivery, whether through internal champions, short on-demand videos, or structured sessions, gets handled by whoever is best placed to do it.

The benefit of getting this right isn't just license efficiency. Users who know how to use their tools generate fewer helpdesk tickets and create fewer workarounds that IT must manage later.

## Setting service expectations **THAT HOLD UP UNDER PRESSURE**

One of the more difficult conversations IT directors and managers have is around service levels.

Users and leadership often have an implicit expectation that IT is available, fast, and capable of everything.

That expectation rarely gets tested until something goes wrong.

The IT departments that handle this well tend to have made the invisible visible.

They've documented what their team covers, what the response times are for different categories of issue, and where the boundaries of internal capability sit.

### **That documentation serves two purposes:**

1. It protects the team when demand spikes
2. It gives leadership an honest view of what IT can deliver with the resource it has

Service expectation conversations also become easier when there's a clear answer to the question of how gaps get covered.

If you can't support a project or respond to an incident at the level required, knowing who you'd call and how quickly they could engage is a much better position than finding out in the moment.

## Bringing in specialist support ***WITHOUT DILUTING YOUR AUTHORITY***

***There's a version of external IT support that many IT directors and managers are reasonably wary of.***

The kind where a managed service provider arrives with its own processes and preferences, gradually edges into decision-making, and creates a dependency that's hard to unpick.

That concern is legitimate, and it's worth naming.

But it describes a particular model of engagement, not external support in general.

### **Co-managed IT works differently.**

In a co-managed relationship, the IT director or manager stays in charge of strategy, standards, and vendor relationships.

The specialist support fills defined gaps, handles specific workloads, or provides expertise in areas where the internal team isn't resourced to go deep.

Where IT directors find this most useful is in managing change.

When something significant is shifting (whether that's a major platform migration, a security uplift, or a shift in how the organisation wants to use AI), having a partner who can handle the execution while you retain oversight is a different proposition from outsourcing the function entirely.

**The test of a good co-managed relationship is whether it makes you more effective in your role, not less visible.**

If the arrangement is working properly, you're the one briefing the board, owning the roadmap, and making the calls.

The partner is the one doing the work you didn't have time to do.

## A note on **WHAT GOOD SUPPORT LOOKS LIKE**

**These themes all have a common thread:** they're all about managing change.

The rate of it, the volume of it, and the expectation that IT absorbs it seamlessly without additional resource or acknowledgement.

What we've seen with the IT directors who navigate this well is that they're deliberate about where they carry the load themselves and where they bring in help.

Not because they can't do the work, but because spreading it intelligently is what keeps the function sustainable.

**If any of these areas are ones you're working through now, or ones you can see building on the horizon, it's worth a conversation about what structured specialist support could look like for you.**

We'd like to help you make sure the hard work you're already putting in is pointing in the right direction.

***Get in touch.***

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