

# Glimpsing IT's Future

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# What's In A Name?

- Chief Information Officer
- Chief Technology Officer
- Chief Process Officer
- Chief Delivery Officer
- Chief Information Architect
- Chief Information Strategist
- Chief Solutions Architect

# **Add-On Responsibilities**

- **Operations**
- **Inventory Distribution**
- **Facilities and Real Estate**
- **Supply Chain**
- **Backroom Processing**
- **Greening Guru**

# CEOs' Top Priorities - 2008

- **Growing the Business**
- **Operational Excellence**
- **Launching New Products and Services**
- **Cutting Costs**

- *Source: Computerworld Premier 100 Survey, March 2008*

# IT Leaders' Top Initiatives - 2008

- **Governance/IT management/Business alignment**
- **Vertical company-specific projects**
- **Data management (BI, data analytics, data warehouses)**
  
- *Source: Computerworld Premier 100 Survey, March 2008*

# Streamline and Simplify

*“We’re trying to eliminate the business units having to understand the structure and organization of IT and find their way to the right person to help with their problem.”*

Doug LaVelle

Director, Business Relationship Management

Corporate Express US Inc.

# Critical Technologies for 2008

Technologies that will receive funding priority this year:

- 1. Software development and upgrades**
- 2. Network Infrastructure**
- 3. Data management and Business Intelligence**

- *Source: Computerworld Premier 100 Survey, March 2008*

# Priority One: Business Knowledge

1. Knowledge of the Business
2. Communication Skills
3. Track Record of Innovation
4. Technical Skills
5. Career History in my Industry

*Source: Computerworld's 2008 Premier 100 IT Leaders Survey*

# Meet Your Next CIO

## Key Trends

- Engineering/Computer Science Degree is Optional
- Business Unit Managerial Experience is Required
- Expanded Duties Include non-IT Responsibilities

Source: Gartner, Inc., 2008

# Enable This...

Co-creation of new products and services

- With partners
- With customers
- With competitors

# Enable This, Too...

- Effortless Global Collaboration
- Higher-Value Interactions
- Deeper Customer Insight

# Meet Your Future IT Staff

- Embedded in Business Units
- Function as Technology Mentors
- Key players on business development teams
- Techno-scrubbed titles

# New Roster of Players/Positions

*“Where titles are going is toward **solutions, process and analytics, and toward combining an innovation and R&D mentality.** You’ll start to see titles that reflect value delivery and accountability. Examples are chief delivery manager and chief delivery officer.”*

Mike Carlson, CIO

Xcel Energy

# IT As Builders of the Business

*“Everyone is either an architect or engineer – someone who has to have deep technological capabilities to automate a business process that they know deeply.”*

Enzo Micali

CIO and EVP of Operations

TNS North America, Inc.

# The Disintermediation of IT

*“IT is no longer a subset specialty. IT is integrated into whatever work you’re trying to get done.”*

**Patti Dodgen, VP**

**Mosaica Partners**

# What's On The Horizon

- Continual shift away from managing technology
- Greater focus on data analytics/business intelligence
- Greater involvement in developing products and services
- Increased blurring of the lines between IT and operations

# **The Bottom Line**

**IT is being driven out of the  
business of managing technology.**

# *However...*

Moving away from technology management doesn't take IT out of the picture.

**It changes what IT does in the future.**

# Do You Know an IT Leader?

- Nominations for Computerworld's 2009 Premier 100 IT Leaders are now being accepted. Nominate **before May 30, 2008**
- **[www.computerworld.com/p100nominations09](http://www.computerworld.com/p100nominations09)**

# Thank You

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