Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by Bill Gerneglia - 2010/02/22 09:44

The top focus and investment areas by CIOs coming from a recent survey show investing in business intelligence solutions and systems for collaboration between customers and suppliers as top priorities. Are you in sync with these survey results or have your own agenda for 2010?

The top focus areas for a CIO should depend on factors like:

* What technology enablers/tools/systems do we need to provide to the business in the next 1-3 years
* What disruptive technologies (social media, IaaS/SaaS/PaaS, cloud, etc.) exist where we need to define a plan for managing/not utilizing
* How can we better manage and secure our data
* What should our investments/cost structure look like in 2-3 years

The CIO and his team should be working on their objectives like:

1. Working to reduce TCO across the infrastructure
2. Improving product delivery quality
3. Increasing team member capabilities
4. Meeting governance standards
5. Decommissioning non-value added technologies
6. Decreasing power consumption/getting to be "greener"

In addition, budget consideration to:

* Pressure to Improve IT Efficiency and Cost
* Assume security and privacy for IT operations and data archive
* Challenge staffing and re-organization
* ROI for existing infrastructure and upgrades that will have a fast ROI
* Overhead reduction and efficiency
* Mobility

Are you in align with some or all of these objectives for 2010 within your organization?

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by searley - 2010/02/22 11:32

Well this certainly sounds like a typical 2010 wish list for the CIO. And typically many of those goals conflict with each other in certain ways. For example, it is very difficult to improve product delivery quality while improving IT efficiency and cost. Another key goal that can appear on the CIO's radar at any time and is rather preemptive is the execution of a merger/acquisition - remember those?

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by scarr - 2010/02/22 12:06

Well this seems to be quite a wish list for the CIO. I agree with many, but not all. I do agree social media is becoming a disruptive technology that can fill some but not all voids in an organizations marketing and engagement efforts.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by latonm - 2010/02/24 14:27

Like it or not some of the IT strategies for 2010 and beyond are being driven by business unit heads as much as by CIOs. As an example, social media is being utilized by marketing and sales. Business analytics is being brought in by fraud and risk managers or marketing units seeking to interpret patterns and improve decision making. Cloud is also

starting out as a CRM tool and isn't necessarily being adopted in conjunction with IT. The problem with this vertical adoptation of emerging technologies is that often there the left hand doesn't know what the right is doing. Remember that it took almost 15 years for CRM software to be intergated on an enterprise basis. That said, it would seem that one of the CIO's overriding IT priorities for 2010 is to ensure that all business departments are in concert adopting technology. The obvious analog: the CIO has to function as the conductor.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by searley - 2010/02/25 11:25

And really where does social networking belong within the organization. I don't see any spend on the part of IT - more a opening of portals into the SN space and the ramifications involved. More a topic for other threads. But a very interesting phenomenon that some IT resources are existing outside the organization = another level of the cloud?

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by yoonsie - 2010/03/02 21:36

It looks like a pretty typical list; I saw one from Deloitte UK the other day that was very similar. The one thing I thought was interesting was "Be prepared â€“ CIOs should be prepared for a broad range of business challenges, ranging from natural disasters through increased regulation and market volatility." Being ready for any eventuality is underappreciated I think because it seems obvious. But that's why CIOs should consider it. It's part of being a visionary leader.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by petesim - 2010/03/08 08:55

In my organization the best way I can reduce total cost of ownership of all applications and the systems they run on is to continually optimize the both the applications to run more efficiently, and to take advantage of certain systems upgrades that will give me a better price point for my transaction benchmarks. Reduce TCO, reduce application overhead. Find the 5 most widely used apps in your organization and optimize.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by latonm - 2010/03/10 10:31

I'd be interested to know what percent of CIOs have updated disaster recovery p[rograms in place.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by pgalen - 2010/03/11 09:54

My disaster recovery plans have not changed since 2009, these tend to be cast in stone and require quite a bit of planning in order to effect any change.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by scarr - 2010/03/12 09:40

Disaster recovery plans have changed slightly as I am moving some applications into the cloud as a backup to the production systems that run our live applications. We us an Oracle database for most of our applications and I run their replication server to maintain duplicate copies of the database. Yes it runs across the web!!

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by searley - 2010/03/12 10:12

Over the last five years we have revamped our mainframe DR strategy to bring it in house. Between the lower TCO of the z10 class of processors, and the smaller footprint of mainframe processors and storage, it became more cost effective to maintain our own parallel DR site at another one of our geographic sites. A site that, interestingly enough, we had closed 10 years before in a consolidation effort. Using IBM's Geographically Dispersed Parallel Sysplex we cut our DR recovery time from 36 hours to approximately 1 hour.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by epearlman - 2010/03/17 15:17

I wonder too how sourcing strategies fit into the thinking for 2010: Are CIOs pleased with the results of offshore outsourcing agreements or are they looking to bring some of that business closer to home or back into the enterprise?

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by latonm - 2010/03/17 16:12

I wonder too how sourcing strategies are going to be impacted by the cloud and virtualization. Do you really need to send so much offshore when you can offload it into the cloud?

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by groenfeldt - 2010/03/20 20:34

BI is indeed hot, growing significantly faster than teh software industry as a whole. For CIOs it raises the question of how to achieve effective BI.

At the Fusion 2010 CEO-CIO symposium in Madison recently a couple of CIOs talked about the challenges of finding staff for BI. Troy Lethem, CIO of Capital Insurance Companies, found the wrong people and serious data issues, and the wrong architecture when he took the post. The company brought in a high-level consultant for a two-year stint to get organized. I then hired one very high quality person and trained a junior person into an analyst role because it couldnâ€™t find the caliber it needed at a price the company was willing to pay.

He agreed with another CIO that it is better to take a business person and teach them the IT than the other way around.

â€œIt is very difficult to get people in an IT organization who really understand the business well enough to know what users want."

Brent Leland, CIO of Trek Bicycle, had a similar view.
â€œThe best analysts are hybrids with business and IT. We have had to create them. We take someone with strong business analysis and teach then rather than take an IT person who thinks he likes business because they donâ€™t go the extra mile.â€• The analysts need to provide tools and mentoring t the business users, he added.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by searley - 2010/03/24 12:03

I agree with this approach, however the analyst should be equally responsible to understand the technical aspects involved servicing user requirements. Often business users are moved in to analyst positions and never undergo the

necessary training to understand the technical side of their jobs. While it may be crucial to have a good understanding of the business, it is equally crucial to understand the technical issues of a successful design/build/run.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by latonm - 2010/03/30 10:49

To some extent CIOs have been in limbo for the past 12 to 18 months focusing on the immediate problems dealing with trying to do more with far less. Now, as they emerge from what necessarily was largely a reactive posture, they need to get up to speed and avail themselves of the new tools and solutions that have come on the market recently such as business analytics, virtualization and blended services such as IT/BPO. To do so they have to play catch up because the technologies, vendor business models and the workforce requirements needed to utilize tools such as analytics have changed or didn't exist 18 months ago. In 18 month or a year the IT world can change enormously.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by msneubarth@gmail.com - 2010/03/31 09:43

Gartner's most recent 2010 CIO Survey shows BI moving down from its perch at number one, with virtualization and cloud computing taking over the top two spots. Cloud moved up from 16th place to 2nd place.

However, while Gartner's and other surveys show CIOs saying they are highly interested in the cloud, other surveys showed that CIOs are wary and are not plunking down the money and actually moving to the cloud, yet.

The surveys paint a bleak picture of CIOs under extreme pressure as they are saddled with budget cuts and freezes, pay cuts, staff cuts, etc.

For example, Information Week in its "2010 State of Enterprise Storage Survey" reported that its findings reflected "a grim financial picture." The February 2010 report describes an "alarming state of affairs" that has reached a "breaking point."

In this rough environment, "Surveys show CIOs looking to cloud computing as a savior. However, it appears that faith in the cloud is more wishful thinking than reality, as interest in clouds does not seem to translate into adoption of clouds."

For an exploration of this topic, see "Will the Cloud Save IT?" at
http://www.ciozone.com/index.php/Cloud-Computing/Will-the-Cloud-Save-ITu.html

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by searley - 2010/04/13 19:51

A great article that portrays the dire straits in which IT finds itself today. It certainly seems that once again IT took the brunt of the cost cutting at most companies. I don't think that cloud is the answer in any respect and eventually companies will be forced to invest in their software and infrastructure. Perhaps this will lead us into a new period of growth.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?

Posted by latonm - 2010/04/15 09:32

It's interesting that when the Society of Information Management (SIM listed the top five technlogies CIOs planned to invest in, the cloud was not among them. Several other studies and surveys indicate similar reluctance by IT to move to the cloud. Yet Gartner keeps insisting that CIOs are embracing this technology. Something doesn't jibe here, and I'm not sure why.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by epearlman - 2010/04/15 09:46

I took a look at CIO Insight magazine's emerging technologies study, published in December 2009, and here's what the magazine found from 193 respondents who answered the question:

12% had deployed cloud computing technologies (the year before 6% of respondents said they had deployed)

17% are testing or piloting cloud technologies

45% are evaluating or tracking it (the highest % for the 11 emerging technologies they asked about in the survey)

26% had no interest in it or cloud computing was not on their radar screen

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by latonm - 2010/04/15 09:52

Does that break down by industry at all?

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by epearlman - 2010/04/15 09:53

They don't publish it that way, but it may exist in their raw data.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by searley - 2010/04/23 11:34

Are "testing and piloting' very far from "evaluating and tracking" - don't you love survey questions. I read the survey as 12% deployed and everyone else is on the sidelines.
Not a real bonanza for cloud computing.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by latonm - 2010/04/23 11:40

There ar so many vested interests in cloud computing that's it's difficult to find research that doesn't line up with some vendor or group's agenda.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by epearlman - 2010/04/25 16:22

Yes, when it comes down to it, only 12% have deployed. I do see a subtle difference between "testing and piloting" and "evaluating and tracking." Testing and piloting, to me, means you've made enough of a commitment to test the technology out in your environment. Evaluating and tracking, to me, means you're looking into it, learning about it, but have not yet committed corporate resources to a pilot.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by latonm - 2010/04/26 10:58

Most vendors list success stories and/or customers on their Web sites. Some cloud providers, notably Salesforce.com, have dozens of customer stories up, while others list none and are unable to provide names when asked. And these are vendors that claim to be aggressively selling cloud services.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by jacobu - 2010/05/19 09:04

I am surprised that the list had nothing about process management. If you follow the conversations, the business process management arena is undergoing a broad shift - everyone is starting to talk about the management of ad-hoc, unstructured, unpredictable knowledge worker processes (the kind that are mostly done in email and documents) as the next frontier for process technologies. These unpredictable processes make up between 60%-80% of processes in an organization - so any improvement in managing these processes can have a big impact on any organization.

Start looking for terms like Adaptive Case Management, Human Process Management, Social BPM and you'll see some disruptive process technologies starting to emerge.

CIOs can take the lead on this, by being the first to adopt these solutions for their own operational excellence, and then rolling it out to support the unstructured processes of the rest of the organization.

Jacob Ukelson - CTO ActionBase

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by latonm - 2010/05/19 09:46

A lot of industry observers believe that managing processes will be among the CIOs top priorites in the near future. The scenario that's emerging, however, is that CIOPs will wqork in partnership with the functional executives who "own" thiese processes in streamlining and renewing them rather than take ownership of the processes themselves.

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by jacobu - 2010/05/19 16:02

Yes, I agree that most of the work will be implememting business processes together with the appropriate line of business. What I was suggesting that a CIO could use their own processes as a testing ground for the new emerging process management technologies - like the ones for managing unstructured processes. This would enable them to keep ahead of the process management technology curve.

Jacob Ukelson, CTO ActionBase (www.actionbase.com)

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Re:Are you in Sync with these IT Strategies of CIOs for 2010?
Posted by tsheehan - 2010/06/17 10:22

I tend to agree with Jacob, a solid focus on process management and introducing quality improvement to the processes within the organization can lead to increases in efficiencies.

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