The CIO in the Digital Age

The Connected CIO
“The CIO can deliver real, technology-driven change based on a new, modernized infrastructure.”

- INTEL
Emerging technologies are proliferating throughout organizations, disrupting industries, and enabling unprecedented new opportunities and challenges. What does the CIO need to survive and thrive in the connected era? It will take new skills, and new ways of thinking, to lead the way.

Innovative organizations know that digital transformation is no longer a nice-to-have, but a mission-critical component of driving change. What crucial components require the CIO's immediate focus? What can they expect? And what will be expected of them?

Here are nine things the Connected CIO needs to know...right now.
The world has already changed.

The world has become digital, transforming how we live, work, collaborate and shop. To survive and thrive, every business and organization needs to go from traditional to a new digital model.

Innovative organizations, and CIOs, will survive and thrive.

Surviving and thriving in the digital world requires a change in business and organizational models. In fact, 63% of CEOs said that they are likely to change theirs between 2018 and 2020. Those that don’t might be left behind in the next 1-5 years, as this business leader outlook reveals:

- **45%** believe their organization will be obsolete in five years
- **1/3** fear their organization will be left behind in a few years
- **51%** believe they will struggle to meet changing customer demands

“While delivery is still a part of the job, much greater emphasis is being placed on attaining a far broader set of business objectives.”

- ANDY ROWSELL-JONES, GARTNER
Gartner predicts that by 2020, 100% of roles in IT will require an intermediate level of proficiency in business acumen to effectively execute on the digital business strategy.

84% of top CIOs are responsible for business areas outside traditional IT.

56% of CIOs are more influential in outcomes like revenue growth and influencing business strategy.

31% are increasingly able to devote time to strategic tasks such as business innovation.

The expectations of the CIO have changed, too.

Today’s CIOs don’t just manage things—they change things.

As the new enabler of business change, leading CIOs perform differently than their predecessors. They:

- Deliver business outcomes
- Manage by business results
- Secure the enterprise and manage risk holistically
- Create platforms to derive value from data
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“CIOs are dealing with even more complex challenges—and most of those challenges are not technical.”

- GARTNER®
CIO leadership takes new skills.

These are the essential traits of the Connected CIO:

1. **Collaborative**
2. **Business-savvy**
3. **Real-time Connectivity Everywhere – 5G**
   - The low-latency, high-bandwidth network connecting people to machines for faster and more secure data transport
4. **Disruptive**
5. **Strategic**
6. **Bridge builder**
7. **Ensuring Data Trust – Blockchain**
   - The virtual ecosystem for secure information exchange
8. **Turning Insights Into Action – Artificial Intelligence**
   - Transforming the data deluge into actionable insights
9. **Moving Analytics to the Edge – Internet of Things**
   - Enhancing insight by moving analytics to the edge and analyzing data in real time

Plan for, and utilize, emerging technologies.

The CIO should focus on five technology trends — each a key accelerator to business transformation.
Focus on just five critical components.

The Connected CIO addresses business transformation holistically, not by project. Becoming a digital leader requires more than simply leveraging the latest technologies. It requires a change in people’s mindset, culture, and skills. It also requires changes to IT processes that align, not conflict, with new approaches to automated service delivery.

Deliver organizational results, not IT projects.

When combined with proper organizational dynamics, technology modernization and automation bring positive outcomes. Connected CIOs engaged in this process are:

16x more likely to have mature digital transformation initiatives underway.

2.5x more likely to believe their companies are in a strong competitive position.

18x more likely to make faster data-driven decisions.

8x more likely to be cost competitive with the public cloud.

6x more likely to be involved in business strategy development.

Know your limits.

Now more than ever, you need a partner who understands you and your business and the imperatives for change. Making transformation real for you—that’s why we created Dell Technologies: one partner purpose-built for your digital future.

“50% of transformational initiatives are clear failures... and the main barrier is culture.”

- GARTNER