Bridging The CIO Confidence Gap

The Three Dimensions Of Adding Business Value

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Improving CIO confidence

The rapidly evolving pace of technology is a double edged sword. As we marvel at the speed of technological advancements, it creates pressure on how quickly IT leaders and their teams can catch on.

Today, the role of Chief Information Officers (CIOs) isn't just about keeping the tech running smoothly. There are two big areas where people are looking for more from their IT departments:

1. Growth, like how IT's helping to roll out new products, and
2. Effectiveness, or how IT's making business processes work better.

As businesses start playing more and more as a team, CIOs have a new challenge on their hands. They need to bring everyone into the conversation and make sure all voices are heard. They also need to be able to provide a significant business contribution and strategic IT input.

So, what's the bottom line? Modern CIOs must have competencies that transcend mere technical management expertise.

These are the three dimensions of IT management that modern CIOs need to master:

- Dimension 1: IT asset and infrastructure management mastery
- Dimension 2: IT project and program delivery mastery
- Dimension 3: Business value delivery mastery

The Three Dimensions Of Adding Business Value

Dimension 1
The Engine Room

- Service-oriented in all client engagements
- Focused on metrics and performance management
- Prepared to micro-manage to achieve targeted outcomes
- Respected and visible to staff
- Has strong relationships with vendors but has high expectations and is fair-minded in dealings

Dimension 2
The Project Room

- Builds strong relationships with the business earning their respect and trust
- Leads through focusing on business outcomes
- Avoids client (and vendor) temptation to gold plate solutions
- Key decisions are made transparently, minimising risk of aggrieved parties

Dimension 3
The Boardroom

- Establishes sound relationships at CXO level, with the board and earns respect across the business ecosystem through involvement in appropriate forums
- Strategically-focused and can communicate on a 'big picture' basis
- Applies CEO thinking to the management of IT, regularly focusing on sourcing opportunities and methods for putting the organisation at the forefront through the use of technology