
The CIO Reinvented

Mike Scheuerman, MCP

What is a CIO?

- The executive responsible for the efficient operation of business processes.
 - NOT:
 - ❑ Computer Manager
 - ❑ Network Manager
 - ❑ Software Manager
 - ❑ Systems Manager
-

Today's Model

- Licensed applications
 - Application maintenance
 - Application upgrades
 - Daily Backups
 - Physical Security
 - Infrastructure Reliability
-

Tomorrow's Model

- Technology-enabled business by subscription
 - Terms
 - Application Service Providers (ASPs)
 - Service-Oriented Architecture (SOA)
 - Business Process Management (BPM)
 - Software as a Service (SaaS)
 - Web 2.0
 - The transition of websites from isolated information silos to sources of content and functionality, thus becoming computing platforms serving web applications to end users
-

Examples

- ADP
 - Salesforce.com
 - Oracle
 - ProcessPath
 - IBM
 - Microsoft Office Live
-

Transition

- From licensed applications to SaaS
 - Like
 - Mainframe to PC
 - PC to networked systems.
 - Many applications vendors will not survive.
-

aka Business Technology Officer

■ The CIO

- ❑ No longer just in charge of technology
 - ❑ Responsible for ensuring that everyone in the company can get their job done.
 - ❑ Has more insight into the company's business processes and strategy
 - ❑ Greater understanding of the service levels needed
 - ❑ Better vendor due diligence investigations
-

Competitive Edge

- **The competitive edge is not in the technology but the innovative, cost-effective application of the technology**
 - Deep understanding company's business goals and strategy
 - Business operations vision forms a cohesive, reliable, seamless business technology infrastructure.
 - Communicate that vision to everyone
 - Executive staff
 - Employees
 - Vendors who provide the services
 - Shareholders
 - Customers
-

Building Blocks

- Basic building blocks of all businesses are essentially the same.
 - Vendors building applications securely shared by thousands of users.
 - The new data centers built by Google, Microsoft, Yahoo, etc becoming repositories of the business processes and data for hundreds of companies.
 - The CIO in this world is not a technology guru but a businessperson with the problem solving skills to find, deploy and manage the right combination of subscriptions.
-

Transition Timing

- The transition from licensed to subscription services won't take place overnight.
 - Indicators help point out when the time has arrived.
 - What are the unique attributes of the company's offerings?
 - Determine the technologies and processes that provide competitive advantage
 - Determine what role technology plays in making them unique
 - Everything else is a commodity and can be gotten from someone else whose expertise is far greater than yours.
 - Focus on technology that provides distinct advantage
-

Engineer's Mindset

- Think like a manufacturing engineer:
 - What are the components that make up the business process 'engine'?
 - Who can you source those pieces from?
 - Build business processes from 'parts list' vendors you rely on to deliver a quality product
-