



# Opening Remarks

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# INSIGHT REPORTS: GET THE LATEST ON TRENDS FROM YOUR PEERS AND INDUSTRY EXPERTS



[CDW.com/securityreport](https://CDW.com/securityreport)



[CDW.com/modernworkforce](https://CDW.com/modernworkforce)

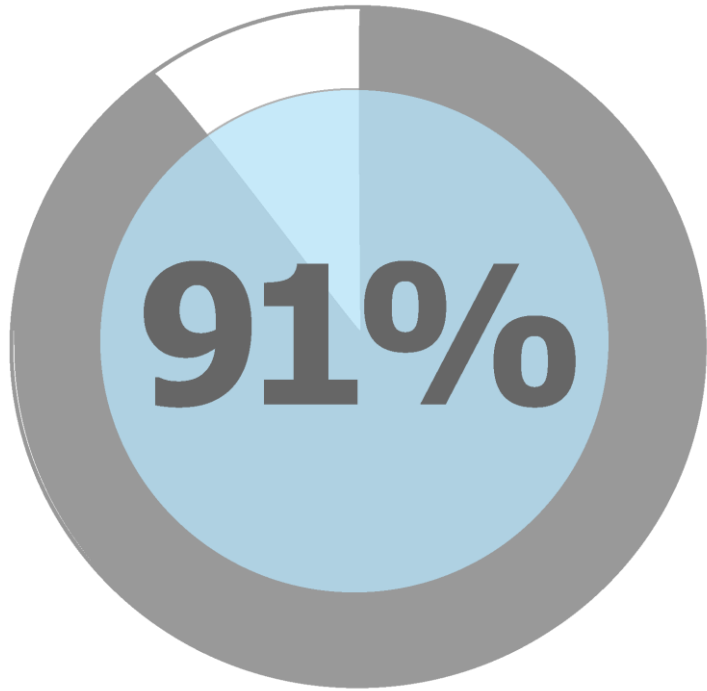


[CDW.com/modernit](https://CDW.com/modernit)

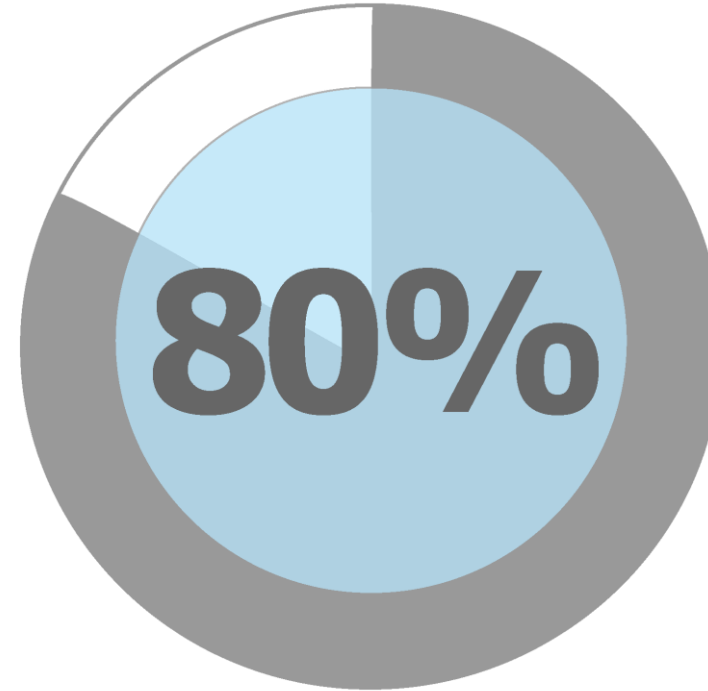


[CDW.com/transform](https://CDW.com/transform)

# CIOs MUST BALANCE INNOVATION AND OPERATIONS



of CIOs say that their **ROLE** is becoming more **DIGITAL** and **INNOVATION** focused

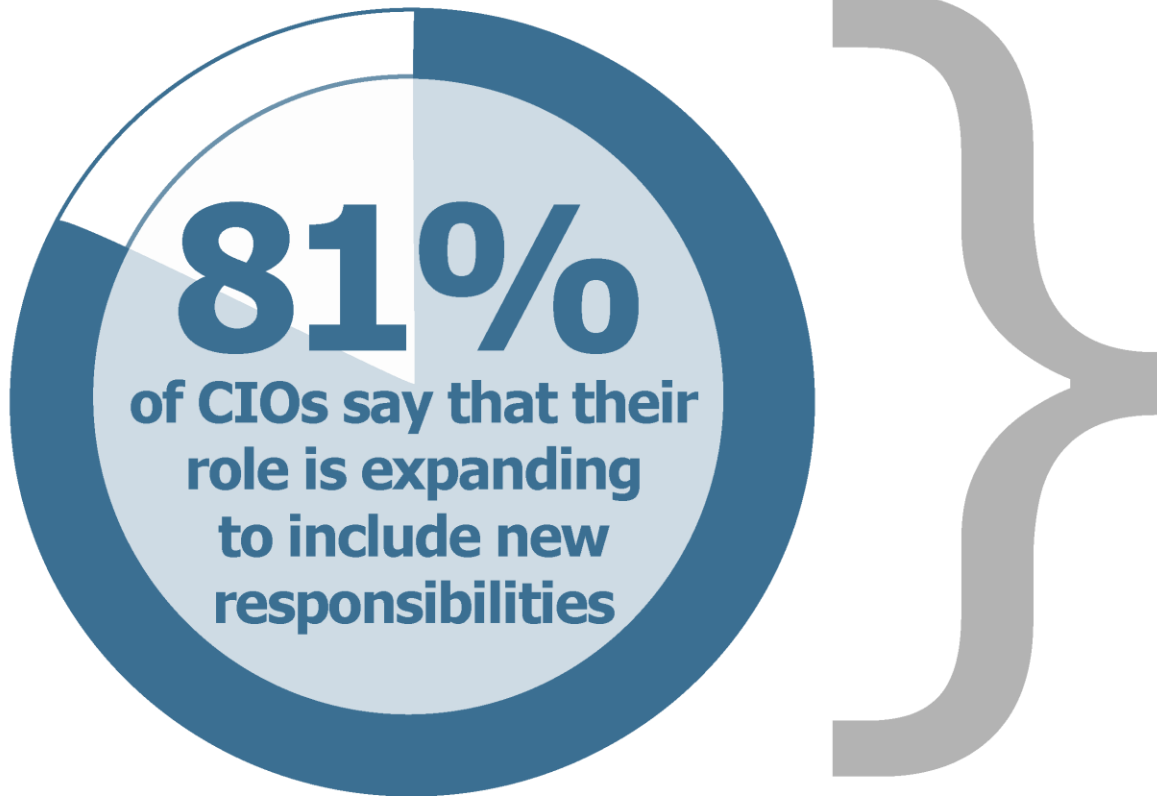


of CIOs say it's **CHALLENGING** to find the right balance between business **INNOVATION & OPERATIONAL** excellence

Q: Please indicate your level of agreement with the following statements: (NET of strongly agree/agree somewhat)

Source: State of the CIO, 2019

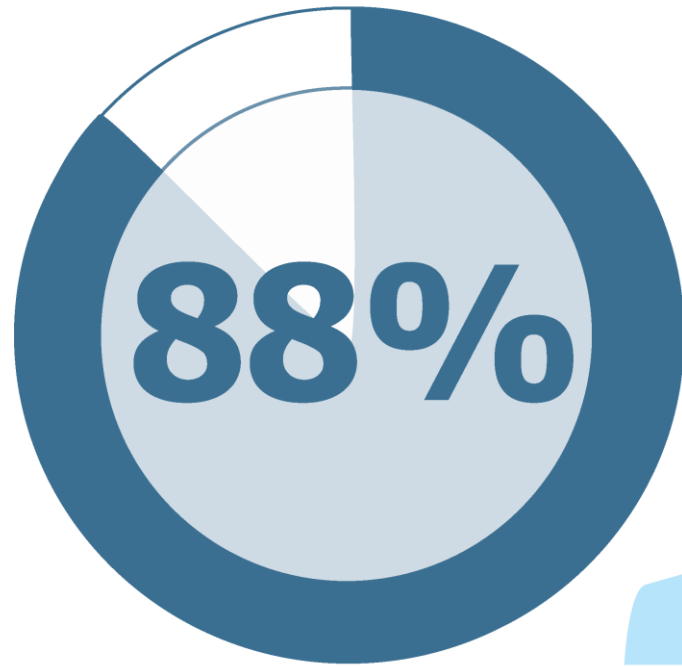
# THE CIO'S ROLE IS EXPANDING



<b>Data Analytics</b>	<b>64%</b>
<b>Operations</b>	<b>43%</b>
<b>Business Development</b>	<b>38%</b>
<b>Customer Service</b>	<b>32%</b>
<b>Product Development</b>	<b>29%</b>
<b>Marketing</b>	<b>18%</b>
<b>Finance</b>	<b>18%</b>
<b>Procurement</b>	<b>16%</b>
<b>Sales</b>	<b>14%</b>

Q: Is your role at your organization expanding to include new responsibilities? AND If yes, in which areas are you taking on new responsibilities?

Source: State of the CIO, 2019



of CIOs say that they are **more involved** in **leading digital transformation** initiatives compared to their business counterparts

Q: Please indicate your level of agreement with the following statements (NET of strongly agree/agree somewhat)

Source: State of the CIO, 2019



# DIGITAL BUSINESS IS ABOUT ENHANCING THE CUSTOMER AND EMPLOYEE EXPERIENCE

**52%**

Meet **customer experience expectations**

**49%**

**Enable worker productivity**

through tools such as mobile, data access, AI-assisted processes

**49%**

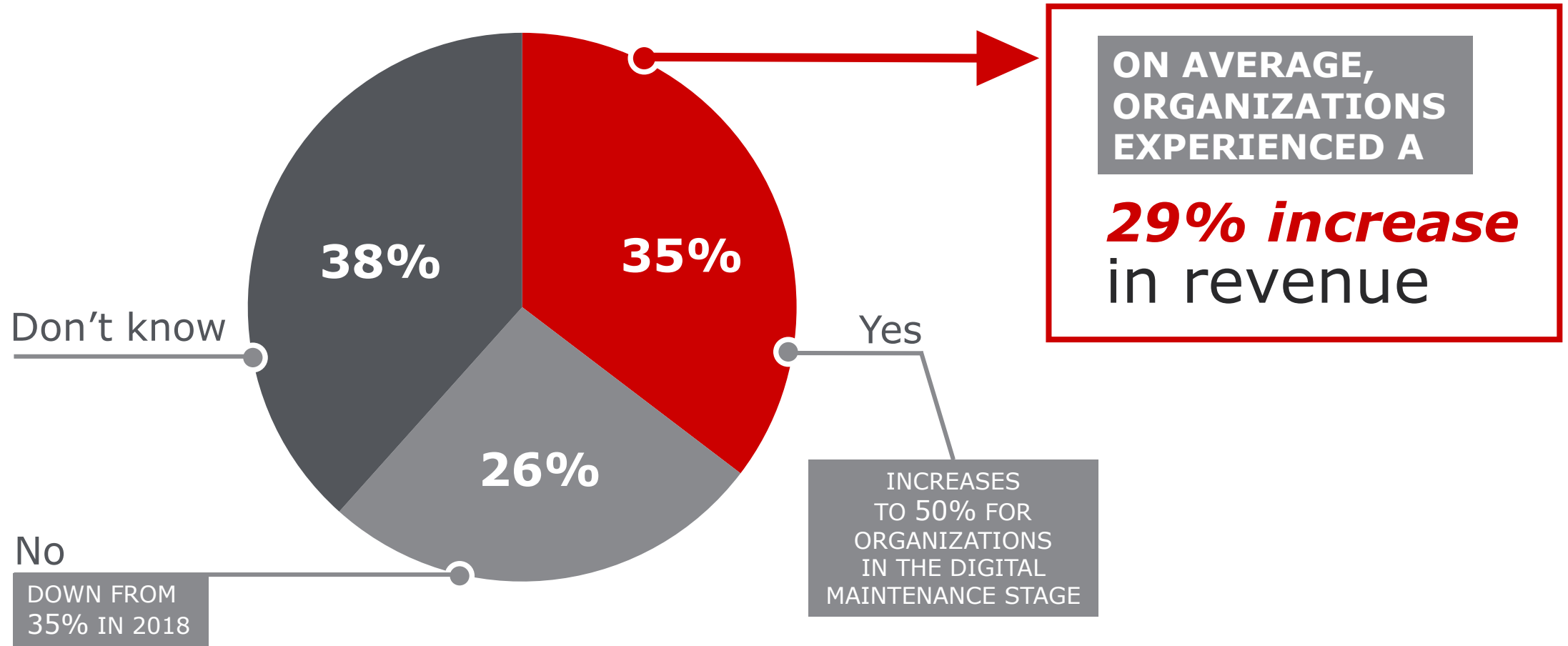
Better manage **business performance** through **data availability and visibility**

Q. What does “digital business” mean to your organization?

Source: IDG Digital Business Study, 2019

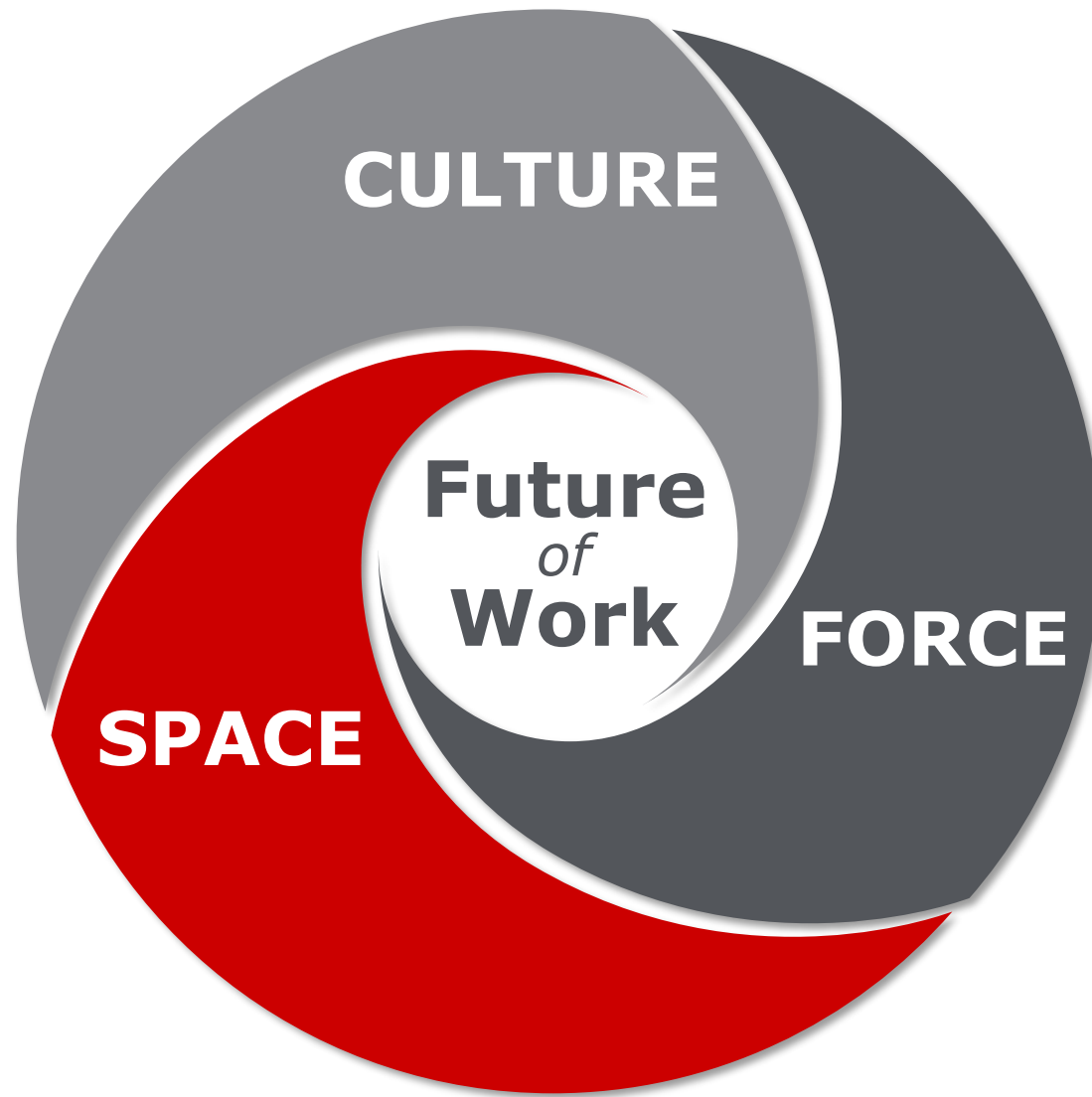


# DIGITAL INITIATIVES DRIVE REVENUE GROWTH



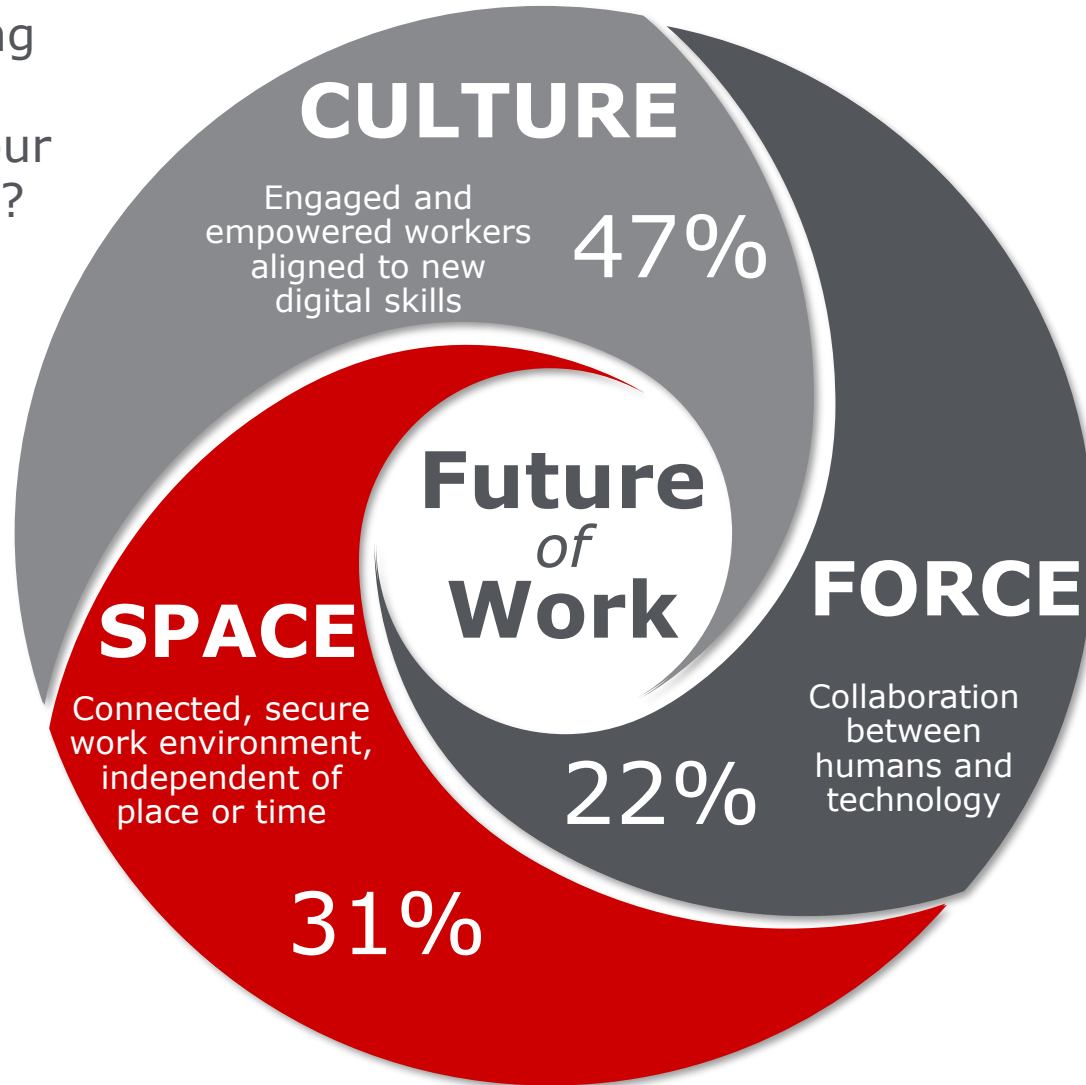
Q. Has your company experienced revenue growth due to digital business over the past 12 months?

# HUMANS AND TECHNOLOGY



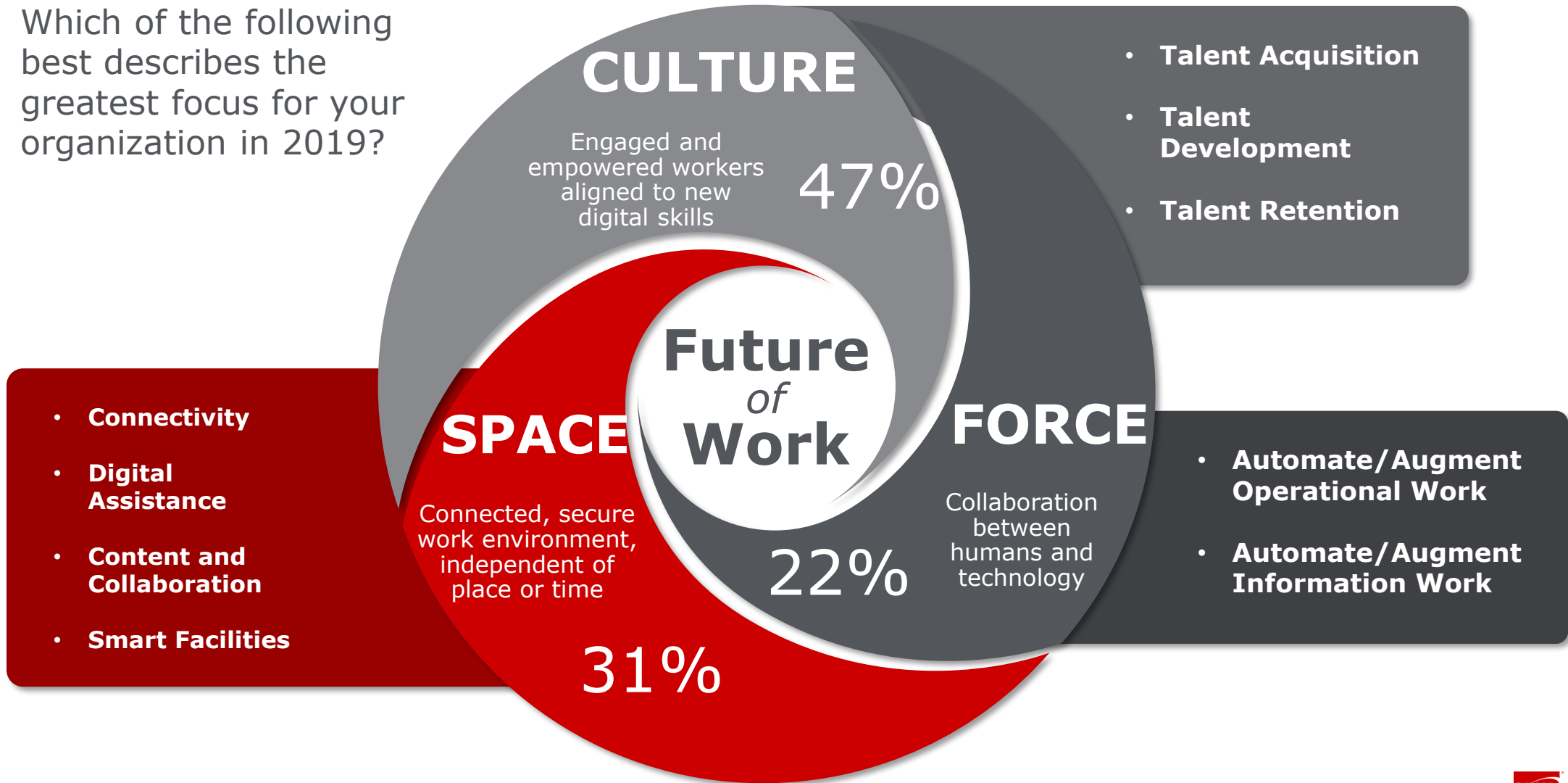
# HUMANS AND TECHNOLOGY

Which of the following best describes the greatest focus for your organization in 2019?

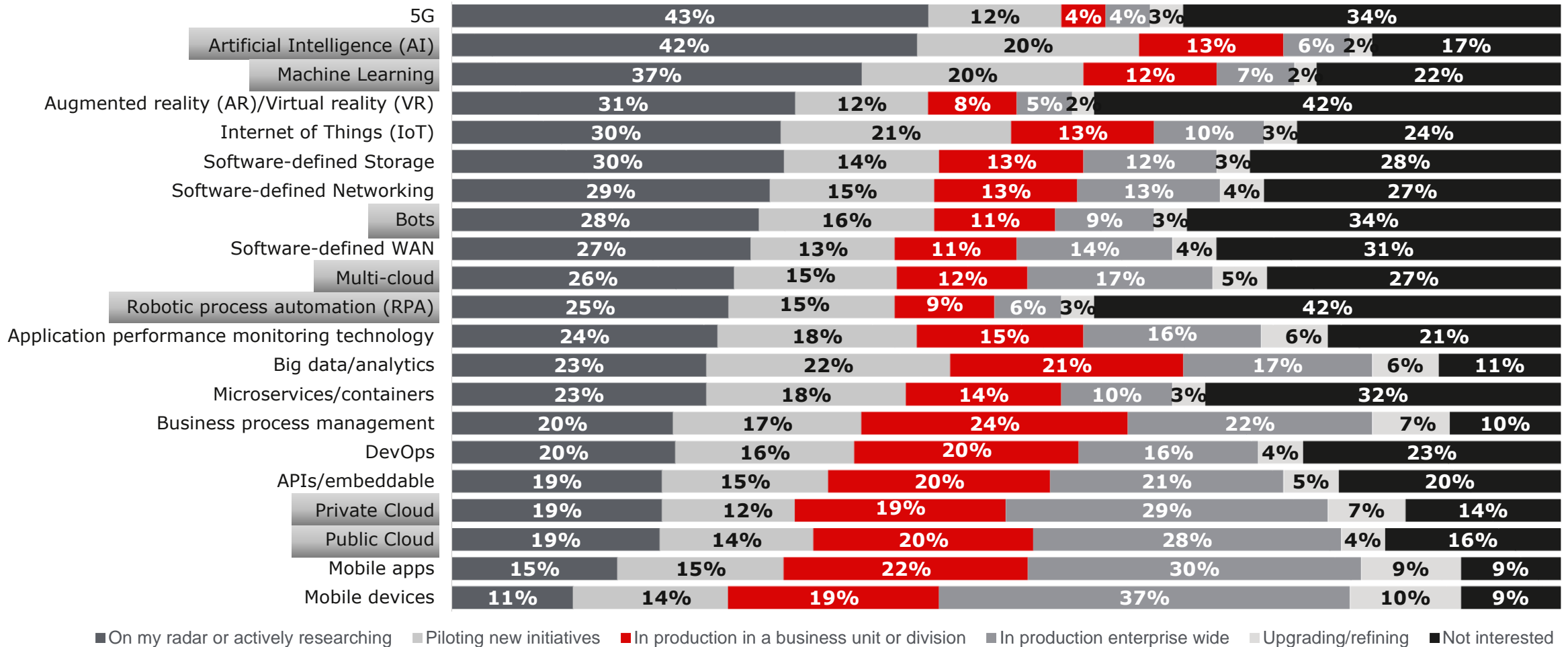


# HUMANS AND TECHNOLOGY

Which of the following best describes the greatest focus for your organization in 2019?



# 5G, AI AND MACHINE LEARNING ARE EXPECTED TO DRIVE DIGITAL TRANSFORMATION



Q. Which of the following strategies or technologies is your organization currently using or planning to use in the next 12 months to become a digital business?

# AMONG TECH INITIATIVES, CLOUDS DRIVE THE MOST IT INVESTMENT FROM CIOs AND LINE OF BUSINESS EXECUTIVES

	Heads of IT	LOB
Data/Business Analytics	<b>1</b> 30%	<b>4</b> 18%
Cloud Computing	<b>2</b> 27%	<b>1</b> 25%
Enterprise Applications (CRM, ERP, etc.)	<b>3</b> 26%	11%
Security/Risk Management	<b>3</b> 26%	<b>2</b> 23%
Customer Experience Technologies (chatbots, mobile apps, etc.)	<b>5</b> 19%	<b>5</b> 12%
Application Modernization/Legacy Systems Migration	<b>5</b> 19%	10%
AI (Artificial Intelligence)	14%	8%
Infrastructure Consolidation/Virtualization	13%	6%
Business Process Management	13%	<b>3</b> 19%
Machine Learning and Cognitive Systems	10%	6%
Enterprise Architecture	10%	5%
Internet of things/Sensor data	9%	4%
Agile/DevOps processes	9%	2%
Enterprise Management software & automation tools	9%	6%

Q: In 2019, which of the following technology initiatives will drive the most IT investment at your organization?

Source: State of the CIO, 2019



# BETTER CUSTOMER EXPERIENCES AND IMPROVED PROCESSES ARE THE TOP DIGITAL BUSINESS OBJECTIVES

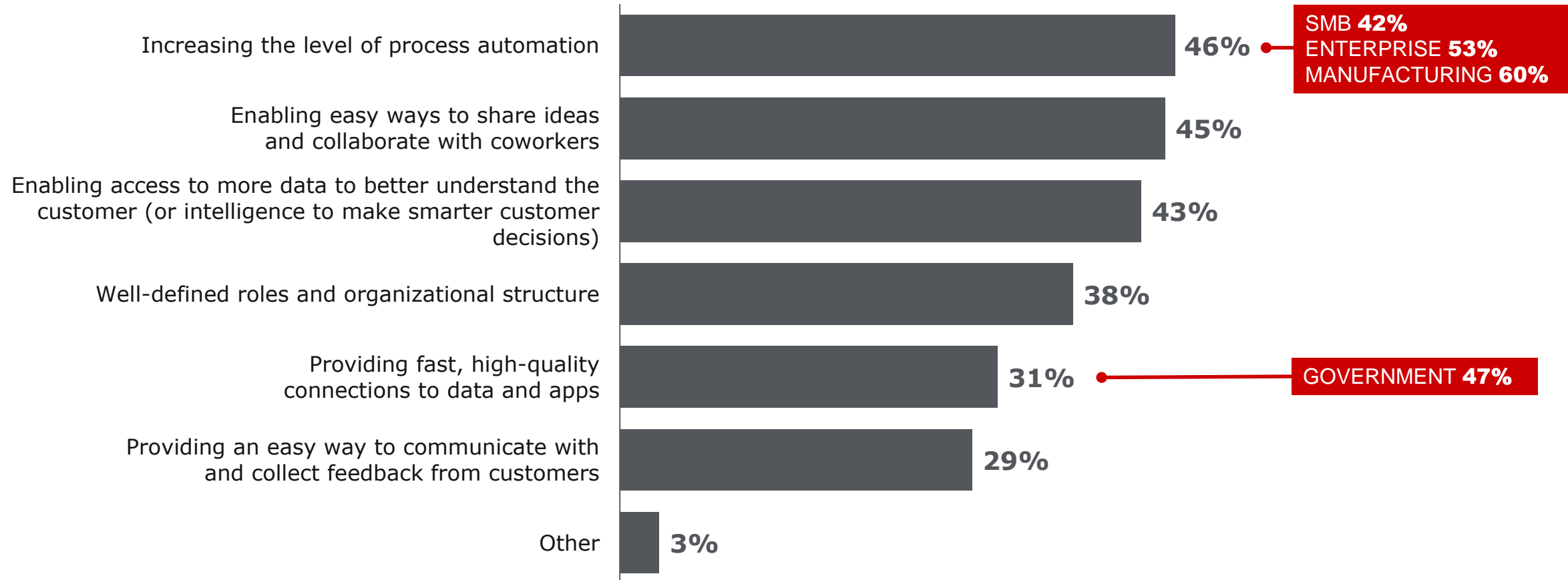


Q. What are the top objectives of your organization's digital business strategy?

Source: IDG Digital Business Study, 2019



# AUTOMATION AND COLLABORATION CONTRIBUTE TO WORKFORCE PRODUCTIVITY



Q. Workforce transformation often brings increased productivity. What are the top contributors to workforce productivity at your organization?