REGIONAL FORUMS for SENIOR IT LEADERS

CIO PERSPECTIVES

Produced by

CIO

In partnership with

CIO Executive Council
Leaders Shaping the Future of Business

CIO
PERSPECTIVES

Forging Stronger Business/IT Relationships

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What the Industry Tells Us…

Improving/linking the Business to IT relationship has consistently been a top 10 CIO priority since 2008 Gartner

"CIO's will now spend more time transforming business processes and setting strategy" CIO

"Up to 70% of IT Organizations have a liaison role between Business Partners & IT" However "Less than 40% of Business Partners find IT/Business liaisons effective" CORPORATE EXECUTIVE BOARD

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What Our Experience Tells Us…

- **Brand, Perception & Sponsorship**
- **Manage appropriate Relationships**
- **Focus on "End-User Experience"**
- **Drive Constructive Disruption**
- **Put Decision with Budget Holder**
- **Both an Art and a Science**
  - Separate Relationship from Execution
  - Relationship Builder and Challenger
  - Professionalize the Discipline
- **Be patient!**

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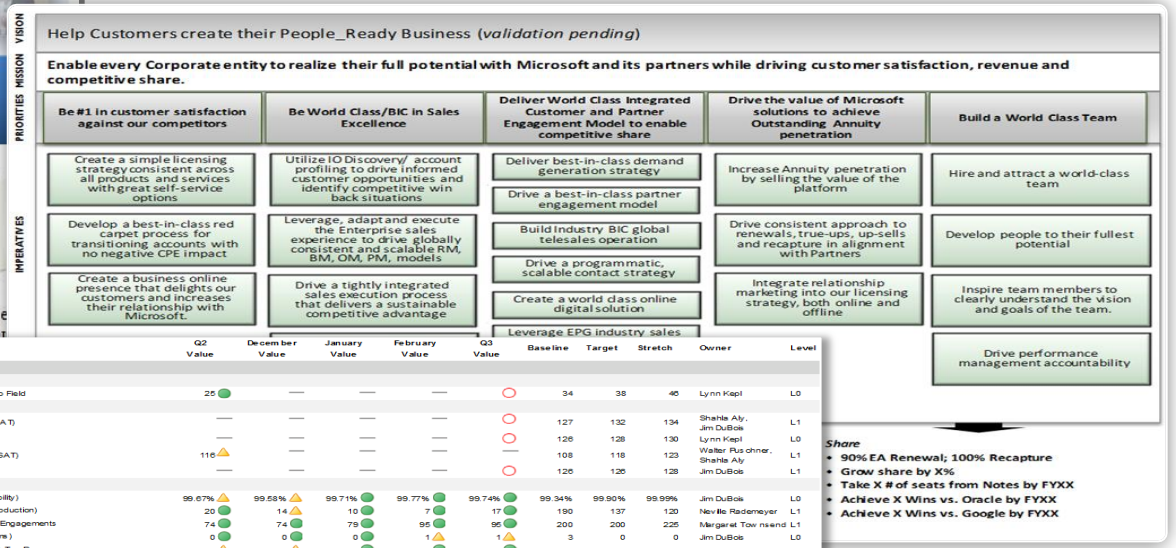
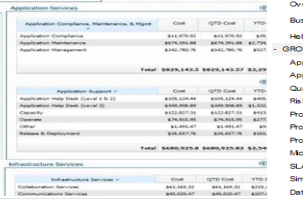
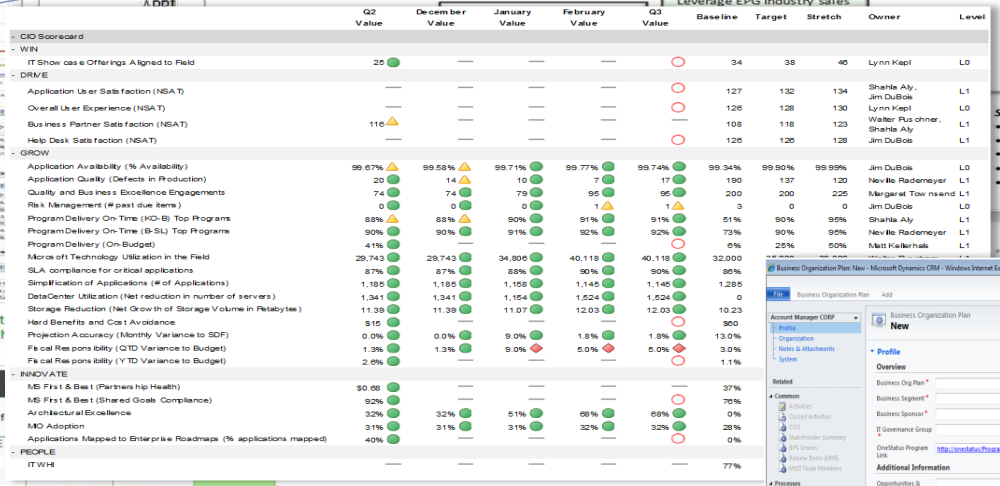
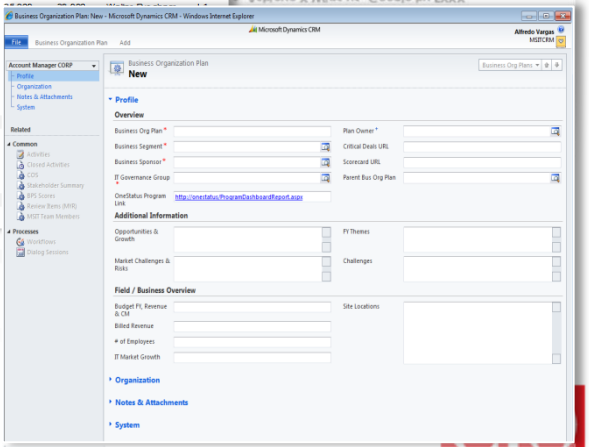
Our Business Partnership Toolbox









Conditions of Satisfaction (COS) is an agreement between the Client establishes clear expectations defining our working relationship togeth required between the parties for each to be completely satisfied.

COS Statement	Action Plan			
Deliver the IT portfolio on time, complete and on budget	• Establish IT scorecard, track performance through MBRs and drive corrective actions f Yellow and Red items			
Drive systems and tools CPE improvements	• Establish formal engagement with MBS CPE team, leveraging approach defined in CSD • Identify key pain points and support prioritization of solutions			
3 year Roadmaps used to drive FY11 funding process	• SD to work with key stakeholders in BG and Ops to develop 3 year roadmaps aligned to strategies • Leverage roadmaps in FY11 funding and prioritization discussions	Josh Vides	Peter Jensen	
Address opportunities identified from Ops listening tour	• Drive implementation of improvements • Report regular progress at James O'Connor staff meeting and in GPM comms • Develop continuous listening approach	Ronan Murtagh	Mark Jensen	
Support improved run management of portfolio	• Implement improvements in QR mgmt • Implement external monitoring of apps • Identify and drive implementation of stabilization and performance initiatives	James O'Connor	Mark Jensen	

Last COS Internal Review Date: October 1, 2009
Last COS Client Review Date: October 15, 2009

LEADERS