

## Sourced from 50 Dinners and Over 1000 IT Professionals

We have heard from many leaders around the world; these are the 10 most pertinent points regarding businesses' IT challenges today.

### The Pain Points

#### 1) Security Across the Enterprise

- Security remains a hot topic for IT, Business Units, CEOs and the Board Room. How are we addressing the budget and the organization? Who does the CISO report to? Are our vendors responding, and what does the future hold?

#### 2) Digital Transformation and Data – Big Data

- From AI, to Machine Learning, to a fully Digital Enterprise; IT teams are working on the next generation of Big Data products, services and emerging technologies.

#### 3) Cloud Migration

- On-Prem, Off-Prem, Hybrid – what is your plan? How do applications follow the cloud in your company and vertical?

#### 4) Budgets remain a big issue

- CAPEX is coming back into vogue, while we are running out of OPEX due to cloud migration. Vendors are now changing the way licenses are purchased and our Finance teams are giving us options to use more CAPEX.

#### 5) Talent Acquisition, Diversity and Retention

- In most markets, there is an abundance of open IT jobs with fewer people able to fill them – and the positions are getting more expensive. Working remotely is the norm, but not optimal (usually). There is less off-shoring going on, more resources are focused locally or within the same hemisphere. We are still not recruiting enough women and minorities into the rank and file, and especially in the senior IT roles.

#### 6) Governance & Compliance are still priorities for IT

- Our IT function remains responsible to follow the rules, guidelines and accepted practices – we also follow GDPR, HIPPA, PCI, etc., but when we do follow the rules we appear to be “slow” – Business Units try to get around IT but in doing so never really are successful and create massive Shadow IT.

#### 7) Internet of Things and 5G are fast becoming part of our portfolio

- Billions of devices are going to be connected to either our private networks, the Internet or both. 5G technology will soon present faster and more ubiquitous connectivity. Will we be ready for this new wave of growth, security issues, speedy networks and connected devices (at home, work and play)?

#### 8) Blockchain

- From Healthcare to Retail to Financial Services to Smart Contracts – the promise of a distributed ledger in the form of blockchains offers many opportunities to create immutable identities and transactions. No more fraud. Secure interactions between people, entities and devices. Too good to be true? Too soon to tell? It is perhaps the most promising new technology we have in our IT lens.

#### 9) The Customer Experience still reigns supreme

- Regardless of the products and/or services supported/developed by IT – the Customer Experience remains the top priority. It is the number one priority for the executive team, the IT Team (CIO) and the product owners.

#### 10) Cultural Change – adopting a Digital Strategy and transforming the business

- IT leaders today are still coping with large cultural issues across the Enterprise. Even the most mature companies are working on doing more with less, leveraging more technology, spending more money on “soft IT” services. Marketing, for example, is getting its fair share of the “IT” spend – often times under its own budget. How will the CIO role change in the near future as the landscape continues to evolve and digital transformation is in the rear view mirror?