



InformationWeek
GLOBAL CIO

An *InformationWeek* Global CIO
Webcast

Global CIO Agenda 2010: Welcome To The CIO Revolution

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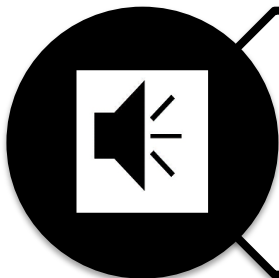


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Our Distinguished Panel



Bob Evans
Senior Vice President
Global CIO, UBM



Andy Mulholland
Global Chief Technology Officer
Capgemini



Manjit Singh
Vice President and
Chief Information Officer
Chiquita Brands



Dan Drawbaugh
Senior Vice President
and Chief Information Officer
UPMC



Peter J. Whatnell
Chief Information Officer
Sunoco

Today's Agenda

- 1) "A Changing Focus for Business and IT" by Capgemini CTO Andy Mulholland
- 2) Throughout, some polling questions for you folks in the audience
- 3) Panel discussion on:
 - a) Issues raised by Andy's presentation
 - b) The Global CIO 2010 Agenda: what priorities, opportunities, and challenges do our panelists foresee for the coming year?
 - c) "The CIO Revolution": to achieve the objectives Andy has laid out, is a revolution necessary? Why or why not?
 - d) Your questions: send them in and the panel will address as many as possible

POLL 1

Is your compensation based on:

- a) The company's strategic growth initiatives
- b) IT budget control
- c) Vendor compliance with SLAs
- d) Combination
- e) None of the above

A Changing focus for Business and IT

Innovation in respect of Business and Technology Change

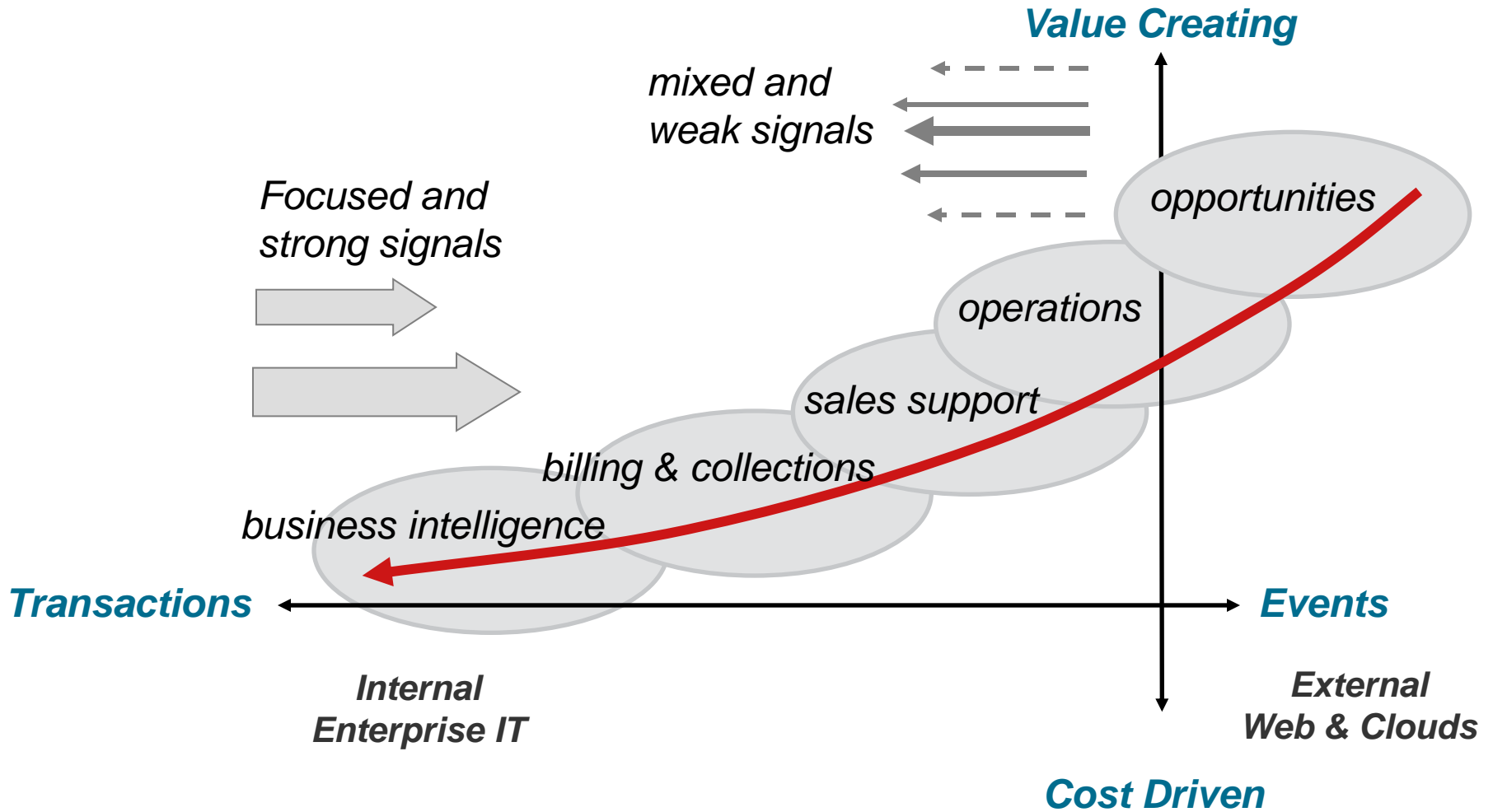
Andy Mulholland

Global Chief Technology Officer

Capgemini



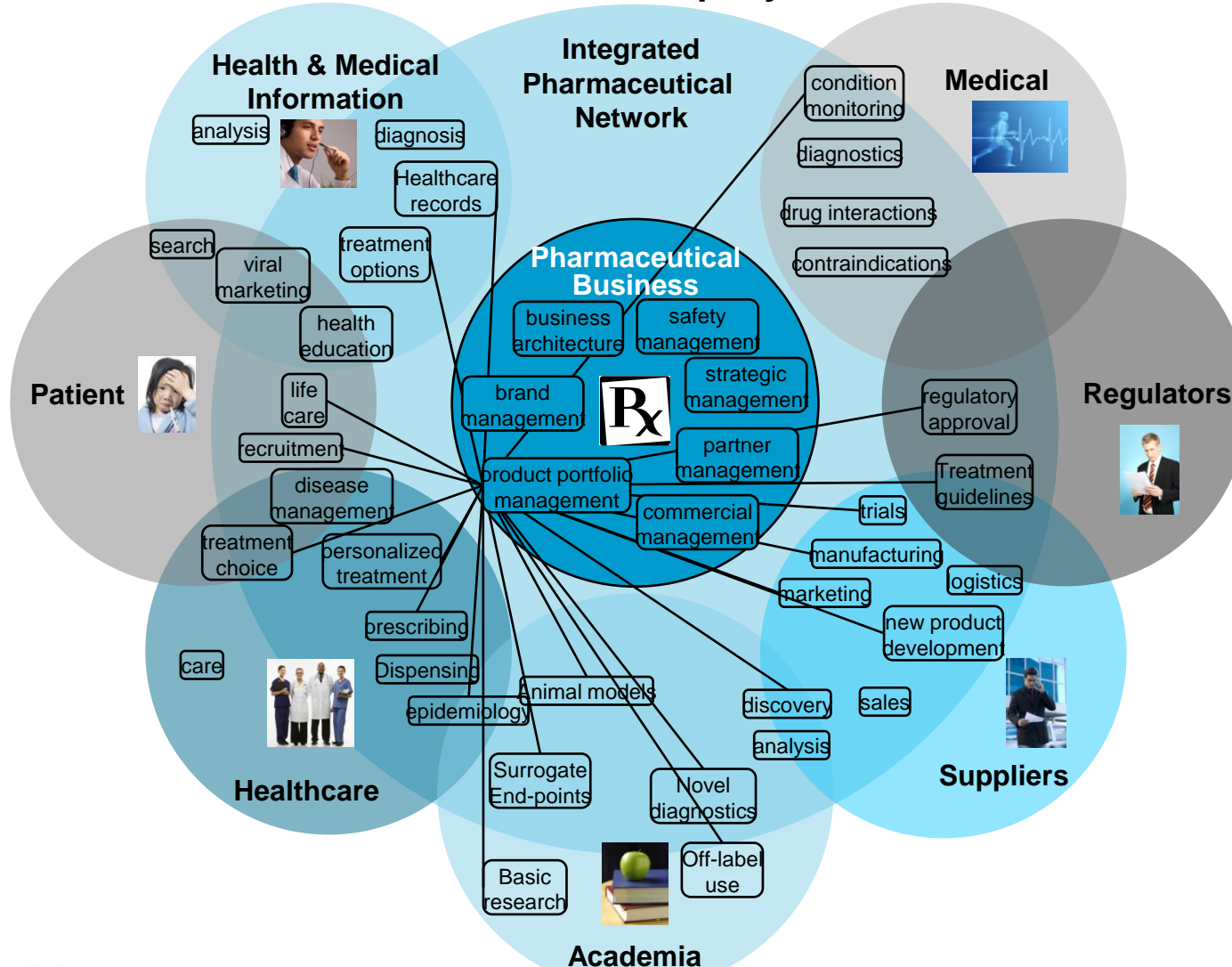
External Conditions have become the 'real' issue



Original Source and Copy Right; Peter Evans-Greenwood, Unico pty

Accessing External Value is worth a lot to an Enterprise

The Business Network of a Pharmaceutical Company

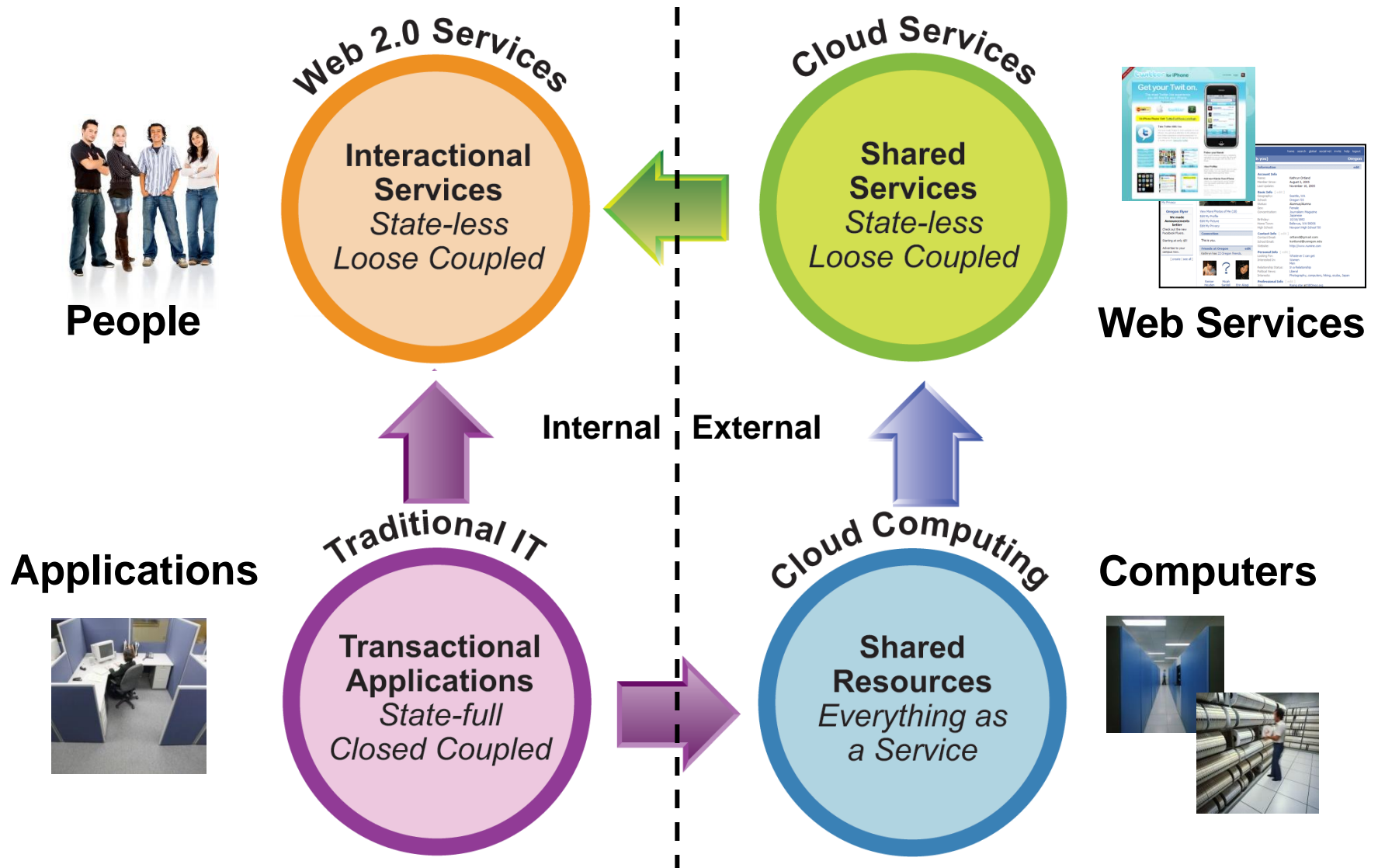


POLL 2

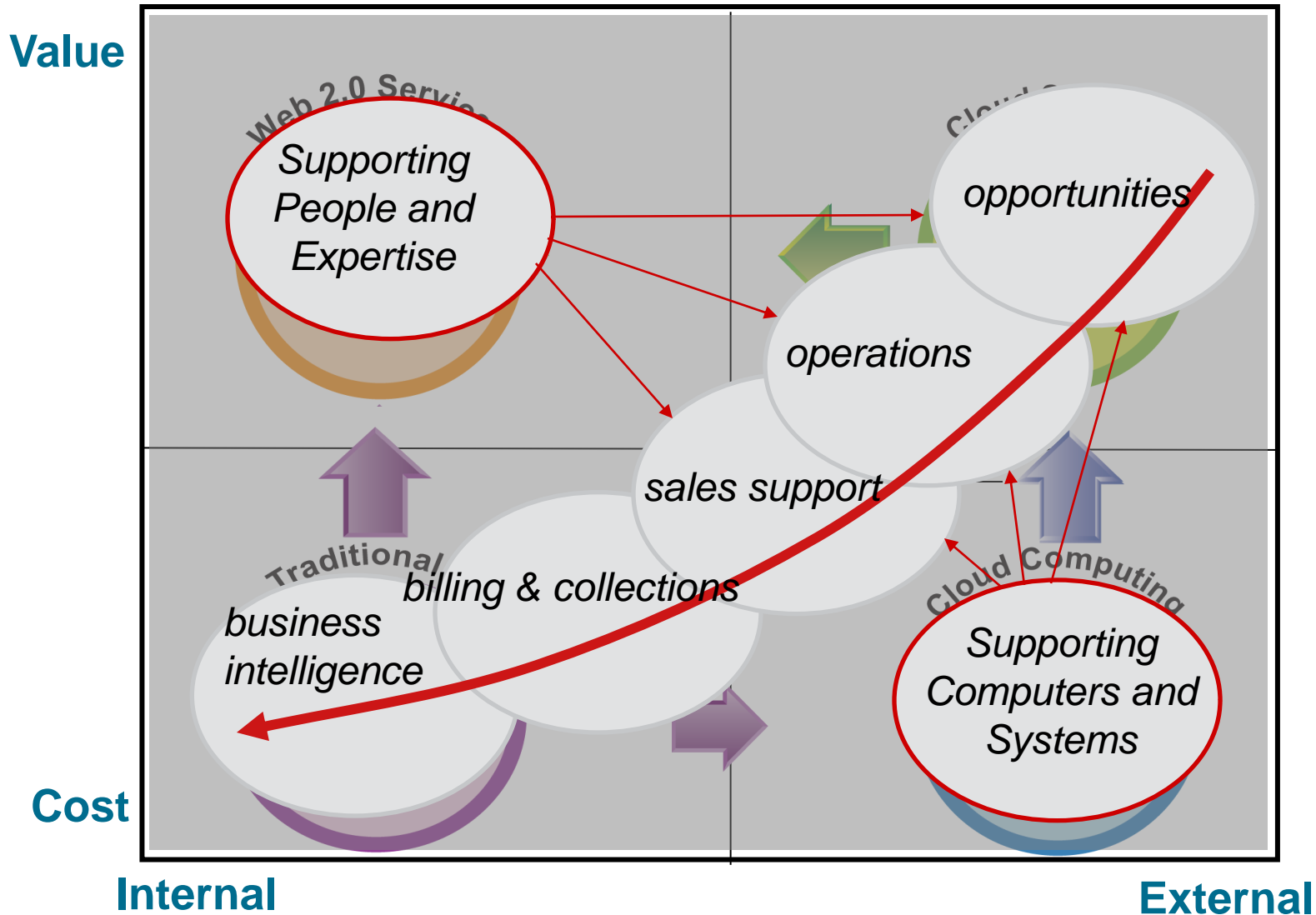
What is your current ratio of IT spending on maintenance/innovation, or run/build?

- a) 80 maintenance/20 innovation
- b) 70 maintenance/30 innovation
- c) 60 maintenance/40 innovation
- d) 50 maintenance/50 innovation
- e) 40 maintenance/60 innovation
- f) 30 maintenance/70 innovation

So its not just Traditional IT; there are new technologies too

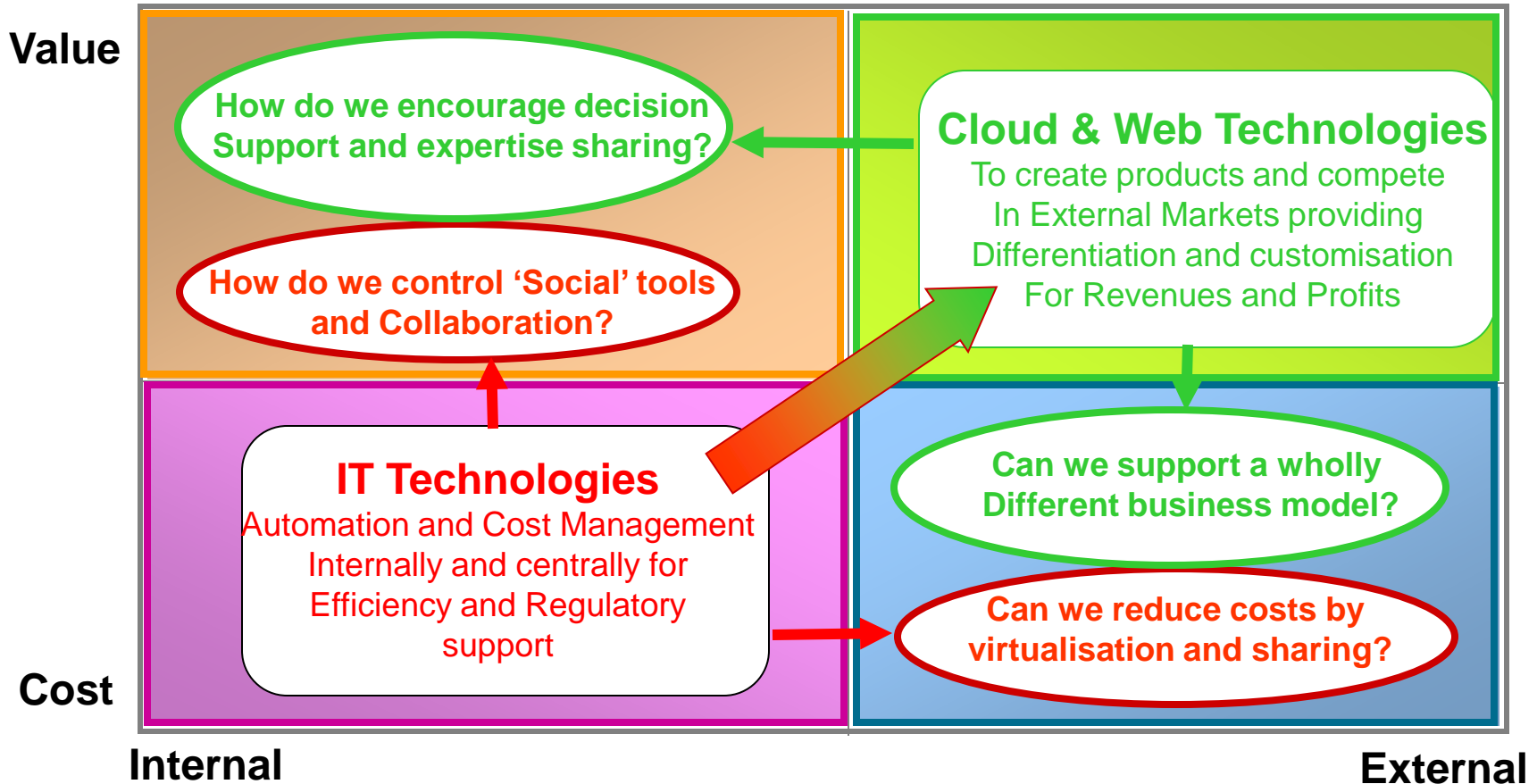


Now put the Business and Technology Together ...



This introduces 'friction' in contrasting drivers

Enterprise 2.0



POLL 3

What are the biggest obstacles to transformation facing CIOs?

- a) Limited IT budget
- b) Lack of CEO support
- c) Lack of buy-in from LOB heads
- d) CFO foot-dragging
- e) Lack of understanding of where to start

POLL 4

Do you agree that your IT Operations need to be transformed?

- a) Yes
- b) No

Panel Discussion



Bob Evans

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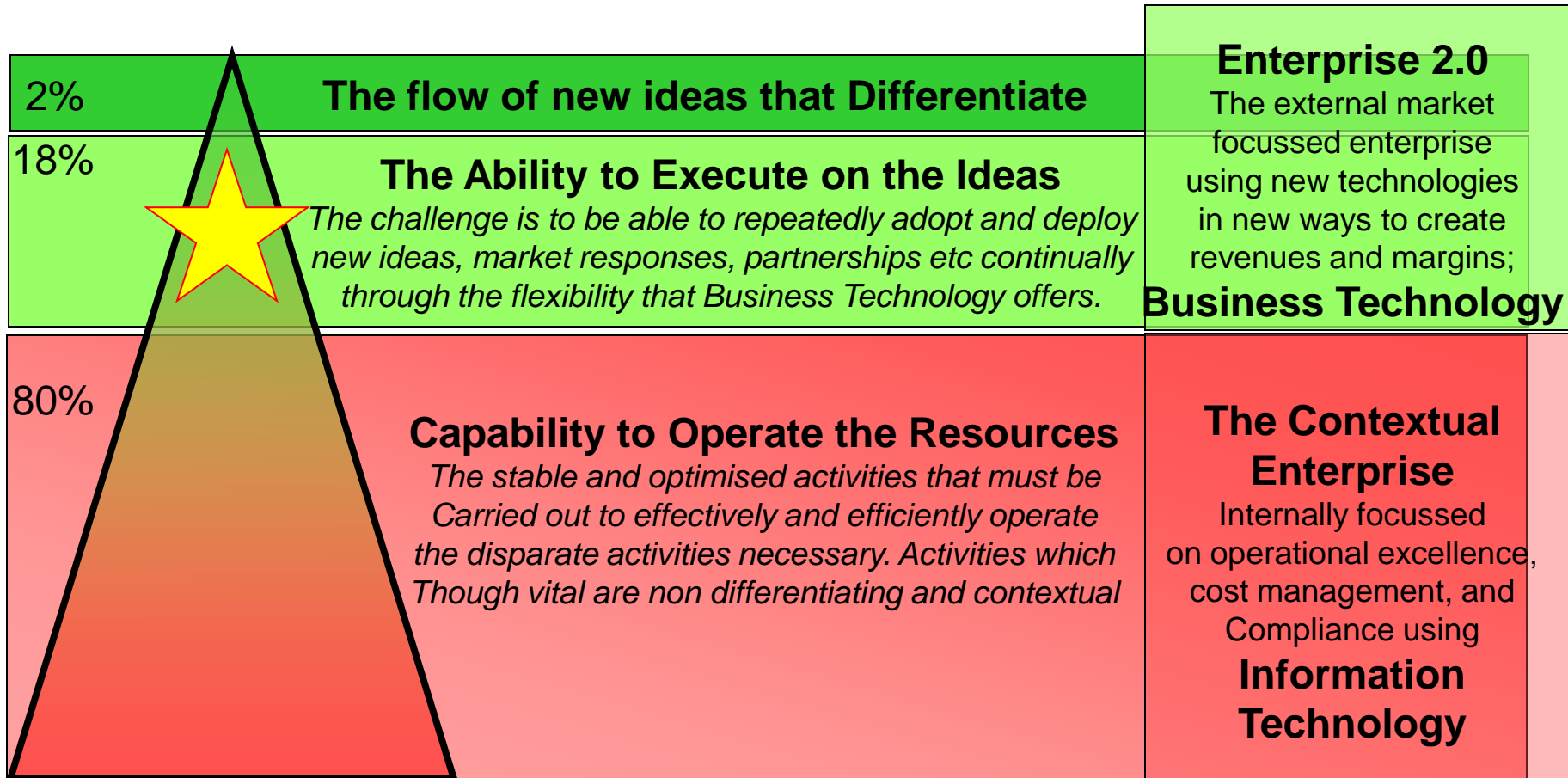
**Senior Vice President
and Chief Information Officer
UPMC**



Peter J. Whatnell

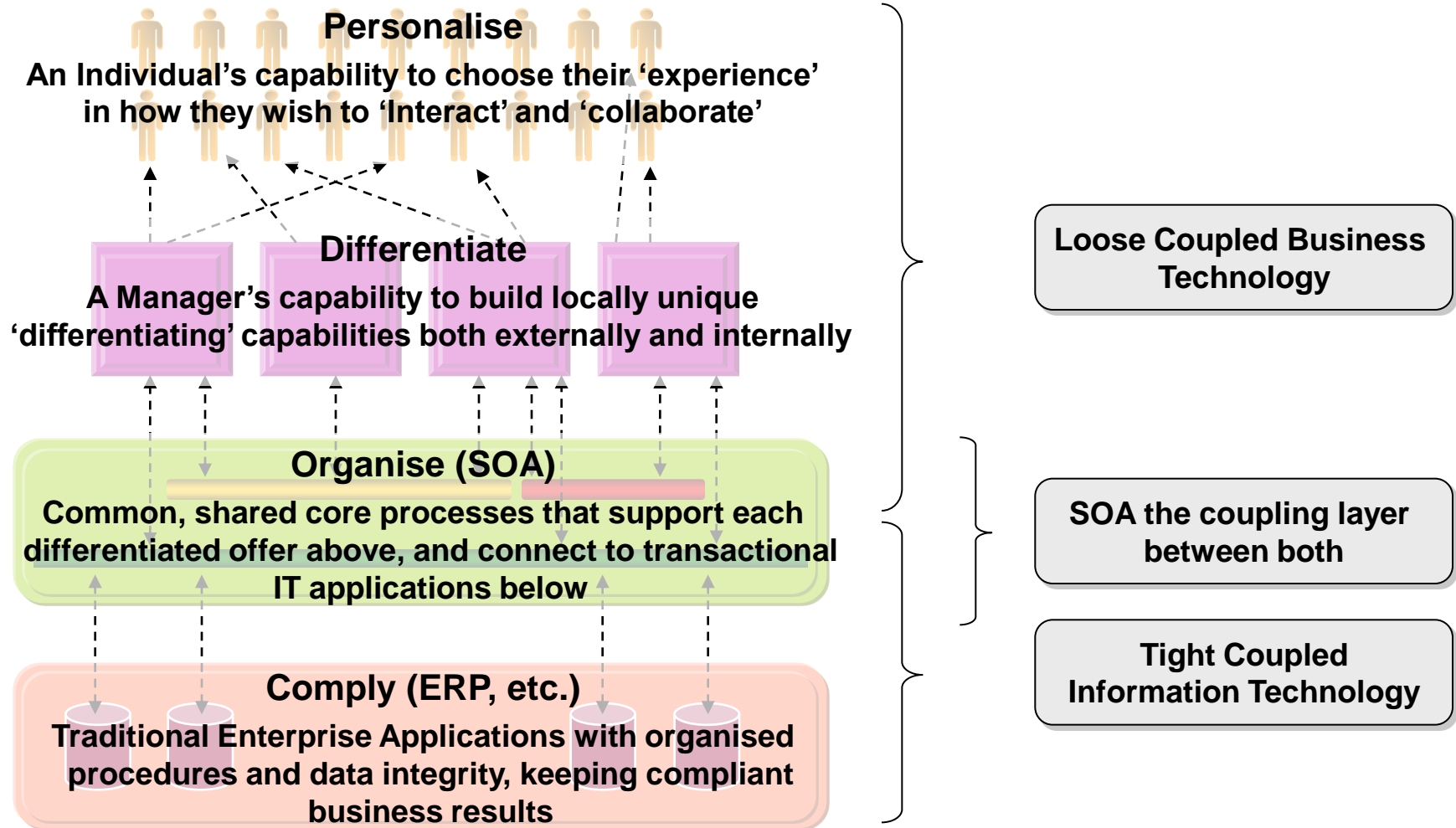
**Chief Information Officer
Sunoco**

Differentiation, Execution and Operation



A Services Governance Model – with the Business!

Business and Technology Architecture Governance Model



POLL 5

What is the main responsibility of the CIO:

- a) Align IT with the business
- b) Align IT with the customers

The Summary...

Andy Mulholland

Global Chief Technology Officer

Capgemini



Summary

- Whilst the need for internal 'cost' improvement IT remains, with IT itself now one of the prime targets for cost reduction, the focus by the Business Management of the enterprise has changed towards external operational factors in response to new threats and opportunities.
- Business Technology is the name used to describe combining these new business activities with the new technologies such as Web 2.0 and Cloud Computing, and is different in both business role and technologies from Information Technology to which it must connect.
- There are four main activities to focus change around;
 - IT – the continued operation of the data and computer centric applications that support the Back office
 - Virtualisation / Shared Services to provide the capability to continue to reduce the cost of IT provisioning
 - Web 2.0 based Collaboration to boost the expertise of People in the Front Office using 'Services'
 - Cloud Computing for new business markets, and develop Business Network Transformation ecosystems
- To make the 'change in focus' calls for deliberate moves in resetting the role of the CIO and IT department beyond traditional role and limitations of cost driven back office IT
- And to play a role in driving the adoption of the technologies and capabilities to drive the business capabilities of the Enterprise itself.

AUDIENCE Q&A SESSION



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RESOURCES

To view this or other events ON-DEMAND please visit:

www.netseminar.com

For more information on this topic:

Welcome To The CIO Revolution: A New IT Manifesto

- http://cio-revolution.informationweek.com/?cid=wc_analyt__pres

What Does Innovation Mean to Your Company?

<http://www.us.capgemini.com/innovation/?CpnID=182>

