Vloga CIO v podjetju

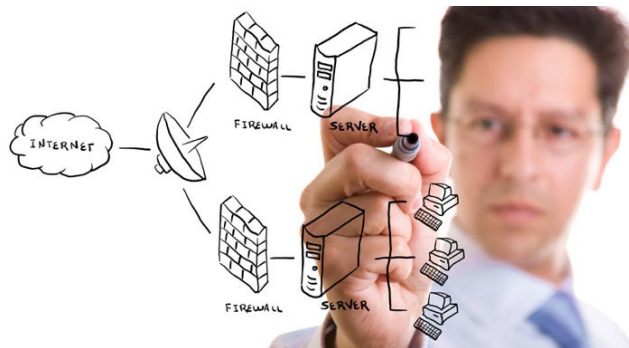mag. Tomaž Poznič

Ljubljana, 15.4.2020

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Agenda

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1. Kdo je CIO
2. Zgodovinski razvoj oddelka informatike in nastanek vloge CIO
3. Področje delovanja
4. Opis CIO vega dela
5. Poslanstvo CIO
6. Odgovornosti glede na hierargijo v podjetju
7. Razlicne vloge cio v podjetju
9. Pricakovane sposobnosti
10. Glavne funkcije CIO
11. Problemi in izzivi
12. Razlika med CIO, CTO, CFO, CEO, COO
13. Zakaj organizacija rabi CIO ta
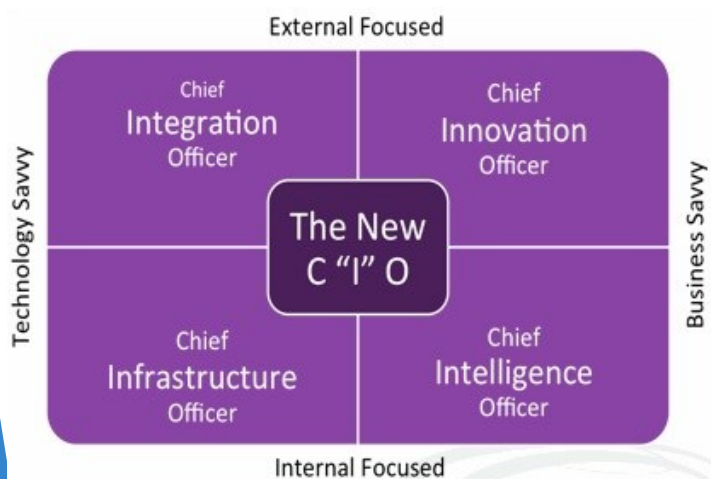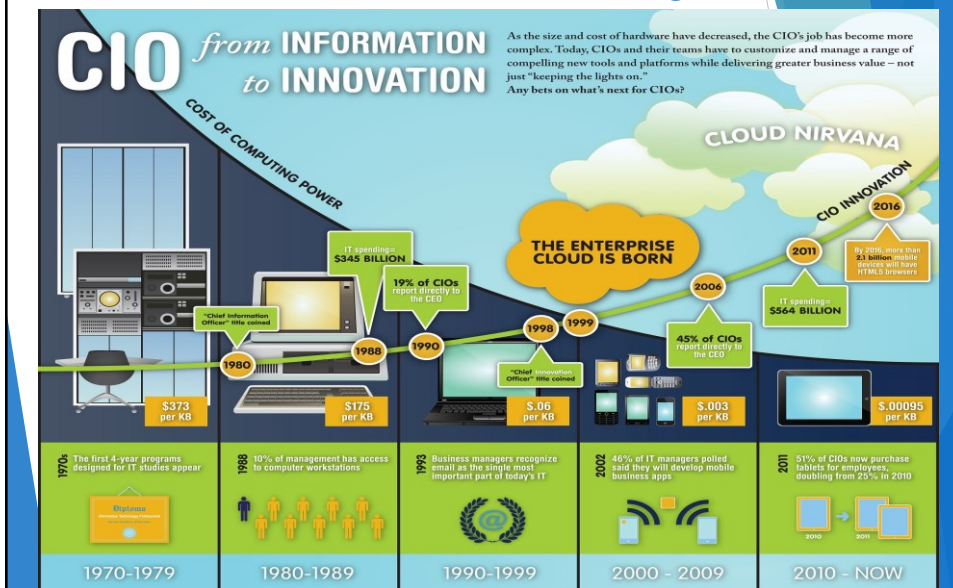14. Razvoj v prihodnosti
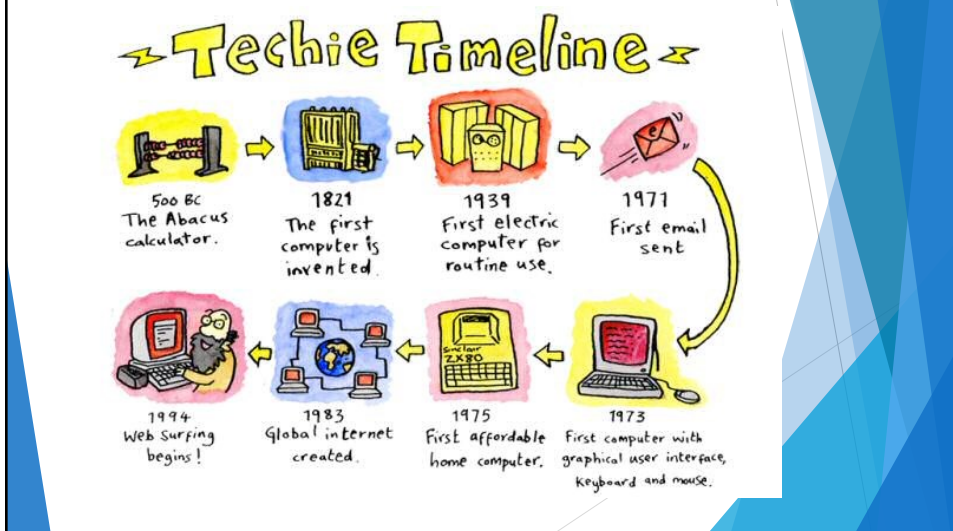15. V praksi in diskusija

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Zgodovinski razvoj oddelka informatike in nastanek vloge CIO

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Zgodovinski razvoj oddelka informatike in nastanek vloge CIO

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3

Področje delovanja

7

Poslovne funkcije podjetja

- Proizvodnja
- Operativa
- Finance
- Administracija
- Trženje / prodaja
- Koordinacija poslovnih aktivnosti

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Pričakovanja podjetja do IT

- IT departmental resource allocation
- The strategic utilization of IT in order to optimize internal operations and increase profits
- The skillsets required in the IT department
- Managerial and personnel roles, along with departmental teams (e.g. VP of IT, CIO, CTO, R&D, IT security)
- Required IT systems of the IT infrastructure
- The critical problems that the IT department is envisioned to solve
- The expectations of the stakeholders/investors, along with the agreed-upon long-term goals

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Elementi IT organizacije

- Struktura IT oddelka se bo prilagajala in razvijala
- Centralizirane vs decentralizirane IT strukture
- Koliko notranjih in zunanjih izvajalcev naj ima IT

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Funkcije on vloge v okviru IT organizacije

- Service desk in podpora
- IT Governance: Program/Project Management, Vendor Management, Budget/IT kontroling
- Enterprise Architecture
- Development / Maintenance
- Networks and Systems Administration
- Application Management (vključno s Software Development)
- Information Security
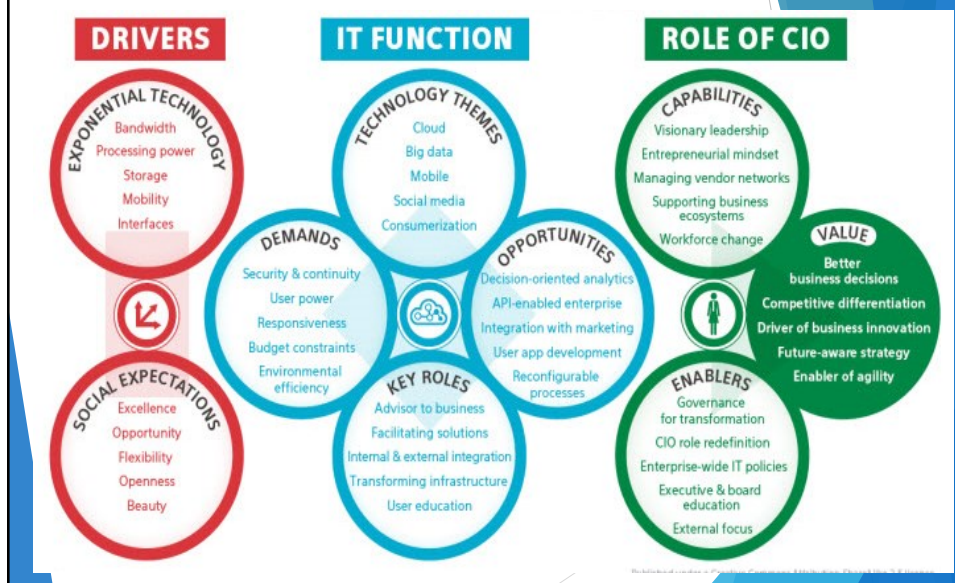
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Opis CIO vega dela
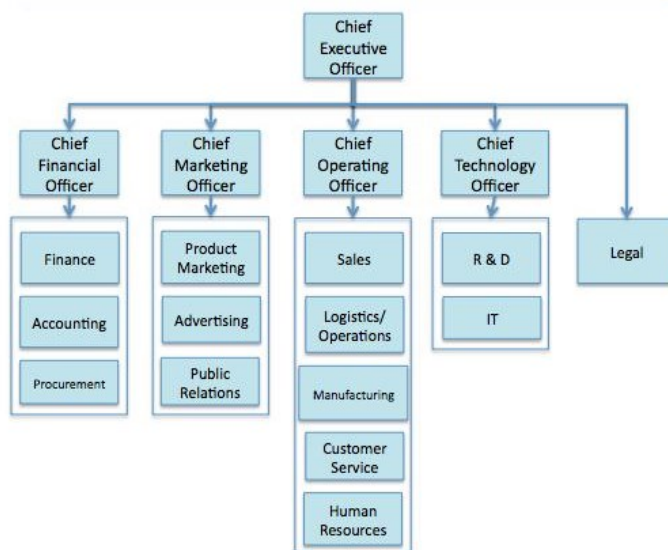

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13 Opis CIO vega dela

13

14 Poslanstvo

14

[15] Odgovornosti glede na hierarhijo

15

[16] Različne vloge CIO v podjetju

- decentralizirana, centralizirana
- Mednarodno
- Majhno, veliko podjetje
- branža

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17 Pričakovane sposobnosti

17

18 Odgovornost CIO

Responsibility	Traditional CIO Role	Value Added CIO Role
Strategy & Planning	• Define, update, and implement IT strategy • Manage IT across the enterprise	• Align IT objectives and programs to enterprise objectives and strategies
Control	• Align the IT team with enterprise performance objectives • Control performance objectives and overall IT budget	• Define metrics based on overall business objectives
Service	• Acquire software/hardware • Select, manage, and control IT providers • Manage outsourced services	• Maximize the mix of in house versus out sourced services • Establish strategic service provider partnerships
Risk Management	• Align IT risk management within IT productivity objectives	• Align IT risk management with enterprise-wide risk management
Business Processes	• Defer to enterprise requirements • Follow IT System Development Methodology (SDM)	• Optimize and design enterprise processes via IT • Define and adjust IT standards and technologies
Strategic IT Initiatives	• Plan and manage strategic IT initiatives • Manage IT applications portfolio • Manage IT projects	• Shift decision making to enterprise operations • Include governance with business process executives
Infrastructure & Applications	• Define standards and architectures • Consolidate the IT process across the enterprise	• Optimize costs of services through a mix of internal and external resources

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19 Glavne funkcije CIO

- **strategija,**
- **management**
- **svetovanje**
- **izobrazevanje**
- **diplomacija**
- **politika**
- **ostalo**

CIO's Risk and Reward

19

20 Izzivi CIO

20

²¹ Izzivi CIO

21

²² Izzivi CIO

22

23 Izzivi

CIO challenges	Tactical challenges
• Helping organisation reach specific revenue goals • Completing major enterprise projects • Supporting customer acquisition and retention • Leading product innovation efforts • Simplifying IT • Using their position as the organisation's technology leader to be a differentiator in the market	• BYOD • Obsolescence – hardware and skills • Budgets • Providing internal user SLAs • Mobile working • Security • Balance business innovation against operational excellence • Business continuity • Disaster recovery

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24 Spremenjena vloga Cio v prihodnosti

Which describes the primary role of IT in your org, now and in 3 years?			
Technical Roles — **Primary Role of IT**		**Today**	**In 3 Years**
Ensuring the organization's critical data is secure		50%	43%
Maintaining the organization's infrastructure & apps		41%	35%
Providing technology support to employees		40%	32%
Fixing problems as they arise		35%	34%
Business Roles			
Strategic business partner and advising the business		30%	35%
Improving the customer experience		29%	35%
Driver of new business		14%	25%
Developer of new, innovative products/services		11%	17%

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25 Razlika med CIO, CDO, CTO, CFO, CEO, COO

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26 Razlika med CIO, CDO, CTO, CFO, CEO, COO

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CIO prihodnosti

27

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Praksa

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