



## ICT and the Global Community

[Login/Register](#)




- 
- 
- 
- 
- 

## [Menu](#)

- [Opinion](#)
- [Interviews](#)
- [Analysis/Review](#)
- [News](#)
- [White papers](#)

- 
- [Africa](#)
- [Asia](#)
- [Australia](#)
- [Europe](#)
- [Middle East](#)
- [North America](#)
- [Latin America](#)
- [Search by Topic](#)



- [Tweet](#) 36
- [in Share](#) 68
- [Recommend](#) [Share](#) 19
- [g+1](#) +16 Recomendar esto

[Business Management](#)

## Antonio Piraino (Global) - The Developing Role of the CIO, and Why It's Changing the Way We Do Business

- 3

- Posted by [Antonio Piraino](#)
- Company ScienceLogic
- on February 19 2013

*In a new series of articles on the changing role of the CIO, IDG Connect offers expert insight into how the development of new technology is affecting IT departments.*

The fundamentals of the CIO role continue to be associated with the strategic planning, implementation, and adaption of technology as it pertains to the business' needs. However, the process, tools, and scope of options with which these objectives are obtained is rapidly altering the way we do business. The attachment and cultural implementation of technology into every facet of business productivity, as well as the automation of manual procedures, are examples of the paradigm shift being embraced most notably among mid-sized companies today. Those that are acclimatizing the quickest are exercising many of the following traits:

#### **Less technology-exertion, more people-insertion**

It may sound like a cliché, but in reality, the customer is the focus of the CIO strategy, not the product/infrastructure. If there are ways to furnish customer constituents with services that meet their expectations from a performance and functionality perspective, while retaining cost and security integrity, no one will question the underlying resources. The customer has never been more important to the entirety of a business.

#### **Less power broker - more services orchestrator**

The abstraction of business productivity applications and manipulation of data from the underlying commoditized IT infrastructure means that the CIO will be more responsible for financials, legalities, security, and extensibility of services, and less responsible for technical robustness, integration, and infrastructure operations (including governance policies). Ironically, IT groups are retaining their silos since more of the traditional technical activity is being transferred to low-cost IT service specialists. In general, the CIO will have smaller human responsibilities, but broader responsibilities required to broker services maintained by a few of these back-end infrastructure authorities.

Those broader responsibilities demand a greater awareness of the cloud options available. Today, SaaS is option number one, followed by managed hosting, Infrastructure as a Service (IaaS), colocation and other outsourced Capex-reducing alternatives. The CIO quickly becomes the orchestrator of where workloads reside, describing performance needs in the form of SLAs and coordinating resources appropriate to different workload needs. It also means less time spent on evaluating architectures, security vendors, and other software tools for internal purposes. The exception is the monitoring tool used for control and visibility that has the CIO telling their cloud vendor: I trust you, but let me just validate that you're doing it right.

#### **Less concession, more compliance**

The scope of the CIO's reach will be worldwide given increasingly global cloud regulations around where a transaction takes place, where the final data resides, etc. These regulations invite greater cloud participation by international IT service providers. As cloud computing use grows, governments will

become more involved in regulation, creating a worldwide opportunity for CIOs to chance their job role to that of an international power broker, ambassador, and even diplomat. However, not all regulation is to be viewed as an inopportune penalty, or worthy of evasion, but rather as an opportunity to extend the reliability, archiving, Disaster Recovery (DR), access controls, and privacy features that should be the natural needs of any serious enterprise.

### **Less security, more protection**

When the Russians and Chinese seek cyber security, it often means in the form of privacy and speech. The Europeans spend a great deal of time on heightened cross-border data compliance and common legal models. The US tends to prefer a less 'big brother' approach and more openness in many cases. CIOs need to become experts in cyber-security and the nuances amongst different countries. That includes CIOs needing to take charge of disaster recovery plans as a critical component to running IT needs across the globe, and meeting consumer demand for more physically and logically secure environments. What's changed dramatically in the past few years is the role of concerning oneself more with the security of the data and who's using it, rather than the hardening of infrastructure devices - giving us more, but tighter, access options.

### **Less cost, more work**

A recent study by Changewave Research shows that almost half of all enterprises don't think that cloud changes their IT spending habits, while 21% say it reduces their ability to spend in other IT areas (with only 15% saying the opposite). Most organizations that make the strategic decision to leverage the cloud typically do so more for agility over cost reduction.

For example, many IT decision makers involved in reducing server and datacenter footprints over the past few years through virtualization are now grappling with VM sprawl. What next? Watch for application and data sprawl. With less patience and more options available to a broader spectrum of non-technical groups in the organizations, more tactical decisions are being made that circumvent the traditional pairing of business strategy to technology needs. Centralizing control of data and applications through centralized management systems, as well as the use of virtual desktop, are areas that CIOs are becoming far more engaged in, and the reason why the ease of SaaS access is often constrained.

### **Less reaction, more vision**

Until recently, most IT decision making has been somewhat reactive in nature. CIOs are now learning more about their market through big data analytics, and also about the consistency of their product, service, and operational cost efficiencies through Operational Business Intelligence tools. The knowledge of how workers are using new IT technologies in the era of BYOD and Work on any Device (WOAD) means that there are new ways to get work done and new rules under which data can be created and accessed. This is all moving CIOs to the role of proactive defender of proprietary business concerns, and also that of creator of new business productivity tools and information that help us get ahead of the market we're after. Similarly we should expect to see CIOs more involved in social media and marketing campaigns just as much as the IT Tools in use, and their own governance demands. "Do we know our market?", and "are we spending money in the right places?" should be questions we're all able to answer far more confidently in this day and age.

*By Antonio Piraino, CTO, [ScienceLogic](#)*

TAGS:

- [Chief Information Officer \(CIO\)](#), [Human Resource \(HR\)](#), [staff productivity](#)

PREVIOUS ARTICLE

[«Simon Rutt \(Global\) - The Role of the CIO – Enabler or Protector?](#)

NEXT ARTICLE

[Peter Smith \(Global\) - CIO vs. CMO»](#)

## Comments

- [3 Comments](#)
- [Top comments](#)



### Paul Tiffany on March 23 2013

I've been writing about the role of the CIO, especially with respect to the CFO and CTO, for many years, including some published in CIO Magazine. (I've filled all of these roles at different times before becoming CEO and COB.) For many years, technology reported to the CFO because it was deemed basically "financial". Then, most organizations came to the realization that information technology was crucial to their businesses. Then, the CIO role was created, but mostly filled by information technologists, not business people. It has been improving for years. Now, most CEOs, COOs and COBs won't tolerate CIOs who aren't focused on business issues, not just technology - that's what the CTO is for. It's time we stopped beating up on CIOs and recognize that most of them are now focused on serving their businesses. Then, a few are still stuck in the technology rut.

[Reply to this comment](#)



## **slayerwulfe cave on March 24 2013**

a really well thought article. my view, government is still one of the CIO's biggest problems. an old joke about a mail box, dispatch and receipt where judicial is still pending. government is not moving as fast as business requires considering how old the mail box is.i have a lot of respect for those with great navigational skills and try to learn from them slayerwulfe cave

[Reply to this comment](#)



## **Nagaraj Kulkarni on March 24 2013**

Less Data Exhaust, More Decision Ingest!

[Reply to this comment](#)



## **Paul Tiffany on March 23 2013**

I've been writing about the role of the CIO, especially with respect to the CFO and CTO, for many years, including some published in CIO Magazine. (I've filled all of these roles at different times before becoming CEO and COB.) For many years, technology reported to the CFO because it was deemed basically "financial". Then, most organizations came to the realization that information technology was crucial to their businesses. Then, the CIO role was created, but mostly filled by information technologists, not business people. It has been improving for years. Now, most CEOs, COOs and COBs won't tolerate CIOs who aren't focused on business issues, not just technology - that's what the CTO is for. It's time we stopped beating up on CIOs and recognize that most of them are now focused on serving their businesses. Then, a few are still stuck in the technology rut.

[Reply to this comment](#)



## **slayerwulfe cave on March 24 2013**

a really well thought article. my view, government is still one of the CIO's biggest problems. an old joke about a mail box, dispatch and receipt where judicial is still pending. government is not moving as fast as business requires considering how old the mail box is.i have a lot of respect for those with great navigational skills and try to learn from them slayerwulfe cave

[Reply to this comment](#)



## Nagaraj Kulkarni on March 24 2013

Less Data Exhaust, More Decision Ingest!

[Reply to this comment](#)

[Add Your Comment](#)

### Add Your Comment

[Log-in to comment](#)

• Your Name

• Email Address

• Website

• Comment

• UNUVO

[Submit Comment](#)

## Related reading



[Business Management](#)

### [Global Entrepreneurship Monitor: 2013 Global Report](#)

- [Global Entrepreneurship Monitor](#)
- 01/30/2014

Entrepreneurs are among the happiest individuals across the globe when it comes to individual well-being and satisfaction with their work condition



[Business Management](#)

### [Business India 2014: A Bright Future?](#)

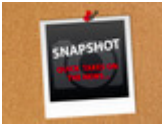


- [IDG Connect](#)
- 01/07/2014

IDG Connect has conducted in-depth interviews with a cross section of thought leaders on the ground in India, including the CIO of Cisco, the Presi

## Top Content

- [Opinion](#)
- [Interviews](#)
- [Analysis](#)
- [News](#)



### BUSINESS MANAGEMENT

[Non-Stop Google is Mammoth Vampire Squid...](#)



### E-COMMERCE SOLUTIONS

[E-Payments Promise Safety in Latin America...](#)



### MOBILE COMMUNICATIONS

[Nokia's Android Embrace Hints at New Microsoft...](#)



## BUSINESS MANAGEMENT

Synechron Interview: There is Not Enough...



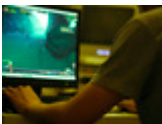
## ENTERPRISE SYSTEMS MANAGEMENT

Typical 24: V Srinivasa Rao, Global Head...



## MOBILE APPLICATIONS

Crowdsourcing Innovation: Rohildev, Founder...



## SOFTWARE

Pakistan: Scarce Opportunities for Gamers...



## BUSINESS MANAGEMENT

Will US Let Chinese Dragon Lenovo Eat Its...



## BUSINESS MANAGEMENT

Report: World's Entrepreneurship is Patchy,...



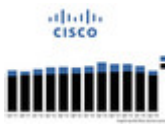
## MOBILE COMMUNICATIONS

Competing on multiple fronts helps Broadcom,...



## MOBILE APPLICATIONS

Apple tops Android in business activations,...



## ACCOUNTING AND FINANCE

### Cisco profit halved as revenue falls

#### **Most Recent Comments**

- I absolutely agree, Ken. I also take exception to those who call Snowden a hacker. White hat or black hat, at least hackers have some skills...

Rory C. on [Friday Rant: A Virtual Bill of Rights is Needed to Guard Our Data](#)

- Hi Ken, Thanks for your feedback. I was comparing 'ordinary folk' with 'megaminds', as per villains in James Bond or The Incredibles - as...

Jon Collins on [Friday Rant: A Virtual Bill of Rights is Needed to Guard Our Data](#)

- I also wish him well but I don't know about "sure business success". I think Microsoft has been fairly bold in its cloud developments but it...

Martin Veitch on [Snapshot: From Hyderabad to Here: Satya Nadella's Next Mission](#)

- Hi, I think Satya will more than foot the bill in his new role as Microsoft's CEO primarily because : -his first message to Microsoft employees,...

AITHAL K. K. on [Snapshot: From Hyderabad to Here: Satya Nadella's Next Mission](#)

- I am a community Base Organazation as a Facilitator on health/genarator mechanic from 2002 till date, we have change many peoples behaveral and...

Patrick G.Augustine on [Report: World's Entrepreneurship is Patchy, Surprising](#)

- To sav "Chromecast hates this" and "Chromecast hates that" is verv ignorant. For example. the one on client isolation. Keyword being isolation....

#### **IDG Connections**





•



•



•



•

- ソチ五輪のバックボーンネットワーク---大会初、ネット仮想化やBYODをフル活用 <http://t.co/ivy0Dx7KzA> ファブリックなのか。頑張ってるな。
- Les chartes informatiques spécifiques aux réseaux sociaux se développent : <http://t.co/JfKXJfrBar>
- 2012-13 Were the years of [#BYOD](#) 2014 and beyond are the years of [#BYOS](#) [#easymeeting](#)

[Join the Conversation](#)

[IDG Connect Mentions on Twitter](#)



**seshu kumar**  
 @seshutirumala

25m

IDG Connect – Indian Startups: Is a Simple App Transforming South Indian Health Care?  
[idgconnect.com/abstract/5554/...](http://idgconnect.com/abstract/5554/...) via @idgconnect



**IDG Connect**  
 @idgconnect

1h

IDG Connect Daily is out!  
[paper.li/idgconnect/134...](http://paper.li/idgconnect/134...) Stories via @FocusVitaal  
 @idgconnect @minbuza



**KAAZING**

2h



Join the conversation



Download the IDG Connect  
**White Paper App for iPad**

## Content Library

 Incapsula

 Incapsula king

## Preparing your network...

[View the full Content Library >](#)

The introduction of BYOD has left IT  
 schools in a bit of a bind...



[Download Content](#)





## Poll

Is it time for an international data protection and privacy governance framework?

- ☐ Yes
- ☐ No
- ☐ I don't know

- [Poll results](#)
- [More Polls](#)

Vote

## Site Map

- [About Us](#)
- [Opinion](#)
- [Interviews](#)
- [Analysis/Review](#)
- [White Papers](#)

## New Topical Vendor Content

- [Cloud Security \(Connect Zone\)](#)

- [Future of the Data Center \(Connect Zone\)](#)
- [IDG Connect Infographic](#)

## IDG PARTNER SITES

- [IDG CONNECT MARKETERS](#)
- [IDG DIRECT](#)
- [IDG](#)



Copyright © 2014 IDG Connect Ltd. All rights reserved.

Designated trademarks and brands are the property of their respective owners.

- [Privacy Policy](#)
- [Terms & Conditions](#)
- [Contact Us](#)
- [Site Map](#)
  
- [CIO|](#)
- [Computerworld|](#)
- [CSO|](#)
- [World Expo|](#)
- [Infoworld|](#)
- [ITworld|](#)

- [JavaWorld](#)
- [Linuxworld](#)
- [MacUser](#)
- [Macworld](#)
- [Network World](#)
- [PC World](#)