

Agents of Innovation:
Significant, wide-ranging – and long overdue – change in the role of the CIO has put them at the heart of the action. They are more successful at balancing operational and strategic priorities, and taking a leading role in driving new, distributed approaches to innovation.

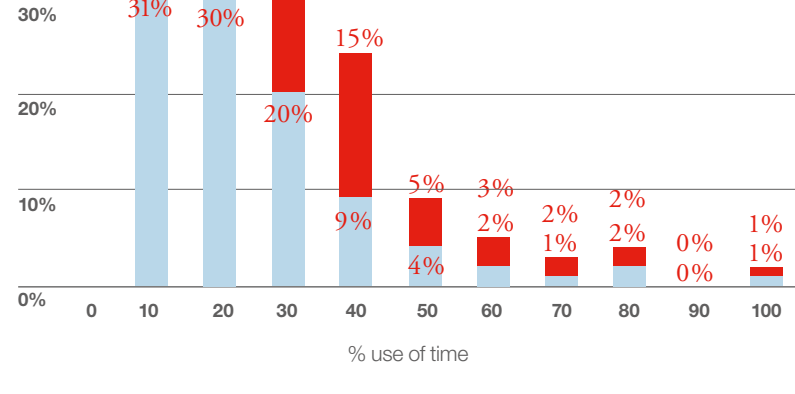
Logicalis Global CIO Survey 2018-2019

logicalis.com/closurvey2018

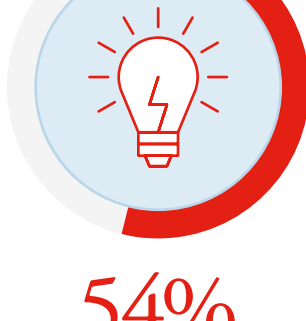
Big Picture: The role of the CIO

CIOs now taking on a more strategic role – as ‘agents of innovation’

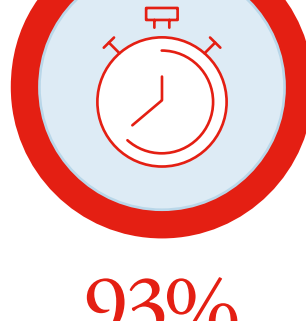
The big picture has changed dramatically



The demands of day-to-day have significantly reduced, freeing up the CIO to focus on strategic innovation.



54%
of CIOs spend at least 50% of their time on day-to-day IT management



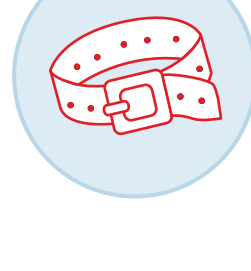
93%
devote between 10% and 50% of their time to information security



94%
spend between 10% and 50% of their time on innovation

CIOs must still balance innovation with more pressing strategic priorities like information security. And their performance measures confirm this.

Less than two thirds are measured by their success in reducing the cost of IT. 50% are measured on ability to deliver service innovation.



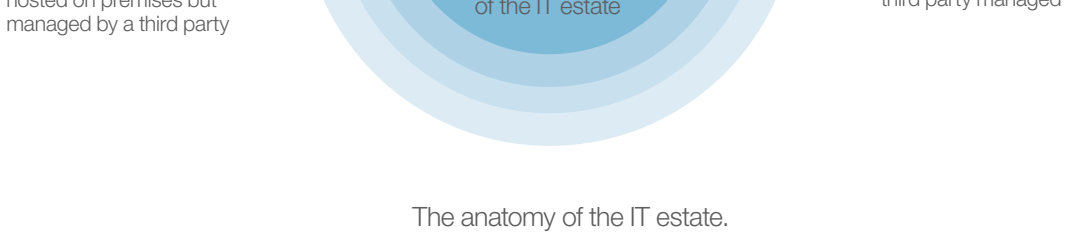
Are the days of belt tightening coming to an end?

The suggestion that CIOs are now striking a balance between innovation and operations is confirmed by the range of activities on which their performance is measured.



How CIOs are measured

An increased willingness to ‘export’ IT is proving a double-edged sword for CIOs.



The anatomy of the IT estate.

Working with trusted third parties to deliver and manage IT outside of the core is about making day-to-day management more efficient while maintaining service agility.



22%
of IT is now managed by external suppliers.

In focus

- Business Intelligence & Analytics
- Information Security & GDPR
- Emerging Technology Adoption

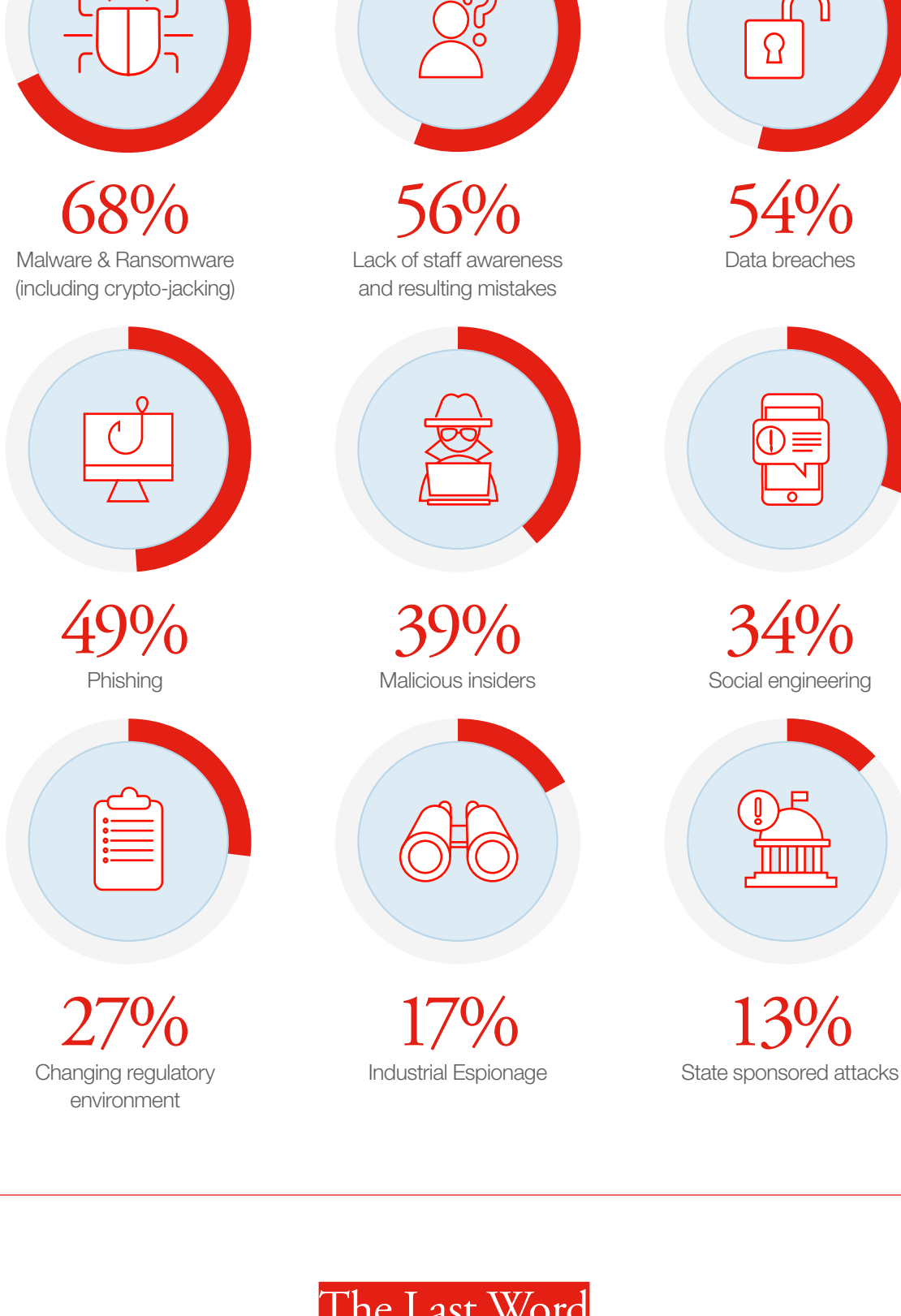
CIOs report some success in deriving business benefit from business intelligence (BI) and analytics, but much more could be done.

Business area	Scored 4 or 5	Scored 5/5	Don't know
IT department	36%	11%	15%
Finance & operations	30%	9%	21%
Marketing & sales	29%	8%	24%
Customer service	29%	10%	21%
Information security & compliance	29%	8%	20%
Product & service innovation	23%	6%	24%

BI and analytics league tables, within organisations

Analytics is key to effective information security and security strategies are evolving...

CIOs were asked of the main security threats facing their business



The Last Word

“These are exciting times and where CIOs are the agents of innovation, we are committed to being the architects of change”



Mark Rogers, Chief Executive Officer, Logicalis Group

To find out more about our vision for digital business, and the work we are doing to deliver it, download our [Annual Review](#), email us at info@logicalis.com or visit logicalis.com.