

## **ITPMG Insights**

# **Key CIO Issues for 2010**

**December 2009**

## Key issues for CIO's :

### Value Creation:

- 1.) Expand Customer Support
- 2.) Enhance Collaboration
- 3.) Empower Users
- 4.) Enhance data utilization
- 5.) Enhance integration
- 6.) Enhance competitiveness

### Costs Reduction:

- 1.) Standardize
- 2.) Centralize
- 3.) Reduce energy costs
- 4.) Technology optimization

### IT Alignment:

- 1.) Align IT with the business
- 2.) Measure IT in business terms
- 3.) Enable corporate vision

### IT Capability:

- 1.) Cultivate and maintain talent
- 2.) Measure technology and human resource capability
- 3.) Integrate internal and external technology



## Expressing the Business Value of IT

The value “linkage” between IT and the business?

