

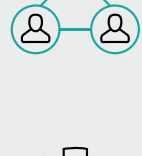
2021: The year of the CIO



The game has changed. Last year, 8 out of 10 CIOs:



Improved or enabled CX interactions



Ramped up innovation to enable a remote workforce



Saw increased demand for new digital products or services



Implemented new technology & strategies

After stepping up to the challenge, CIOs are increasingly looked to for not only technical expertise but also strategic business insight:



89% say CIOs are now “the principal champion of digital transformation efforts”¹



\$15 billion a week: How much CIOs spent on new technology during the first 3 months of the pandemic



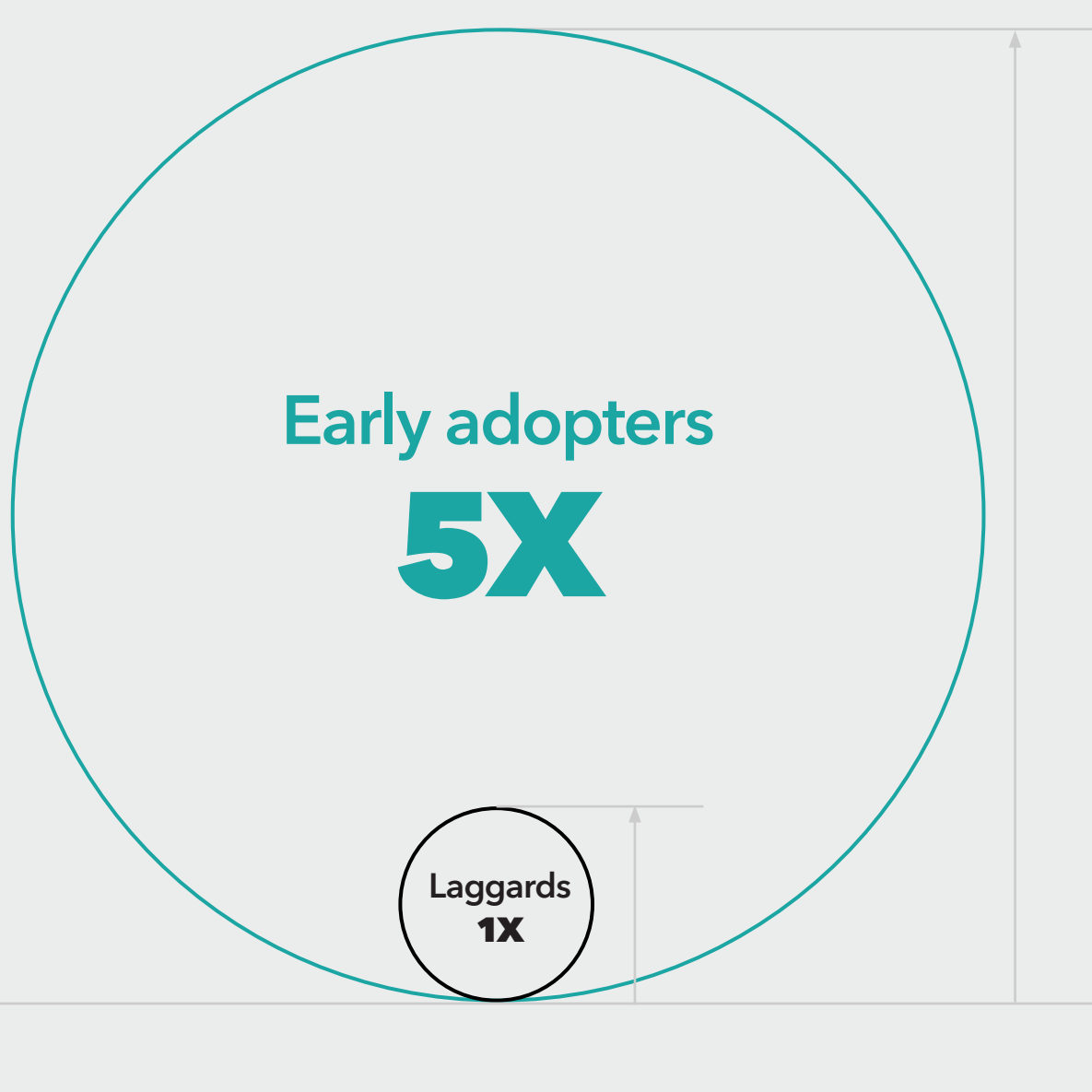
Opportunity

Implementing new technologies will continue to be critical for success given current business priorities:

Top business priorities across industries¹

← Pre-COVID	→ Post-COVID
<ol style="list-style-type: none"> 1. Improving operational efficiency 2. Improving CX 3. Developing new products and services 	<ol style="list-style-type: none"> 1. Improving operational efficiency 2. Improving CX 3. Enabling the workforce

Early adopters of innovative technology grow **3x-5x** the rate of laggards.³



Challenges



Security

With remote work here to stay (for now), organizations are concerned with:

- Endpoint device security (55%)
- Vulnerability management (44%)
- Detection of security events (38%)²



Influence

CIOs have varying levels of influence over business-centered technology:

- 6% have none
- 37% have influence but no sign-off
- 57% have significant influence and part of sign-off
- Up to 67% when considering only digital leaders²



Agility

From champions of technologies to change agents, CIOs are leading with expertise in:

- Agile business practices
- Training initiatives
- Communications campaigns
- Organizational and cultural transformations

Given the challenges, it's no wonder **76%** of CIOs continue to struggle with balancing business innovation and operational excellence.¹

