

**TOP
5
CONSIDERATIONS**
for CIOs

Maturity curves across business functions and processes

User-centric Design Thinking

**Focus on
user needs,**
*watch your
profits rise*

**Design with
empathy,**
*reap the
prize*

Use design thinking methodologies to empathise with users, understand their needs, and co-create solutions that address their pain points and challenges..

Bottom line: If you are the expert, then show it by meeting the customer where they are, not where you want them to be. Companies that prioritise user-experience design see an ROI of 9,900%, meaning every \$1 invested in UX results in a \$100 return.



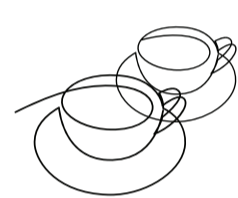
Change Mgmt & Stakeholder Engagement

**Manage
the shift**
or face the rift

**Guide
the way**
to keep the drift

Techniques such as stakeholder analysis, communication plans, training programs, and feedback mechanisms can help manage resistance to change, foster collaboration and ensure alignment with business goals.

Bottom line: In the words of the band UB-40: "If it happens again, I'm leaving". According to McKinsey, 70% of change programs fall short, largely due to employee resistance and lack of management support. This statistic underscores the notable impact of inadequate organisational change management and stakeholder engagement on the success of IT projects and initiatives.



Business Process Mapping & Optimisation

**Plan with
care**
to hit the mark

**Skip the
prep**
and face the dark

Conduct business process mapping exercises to visualise and analyse current workflows, identify inefficiencies, and redesign processes to leverage digital technologies effectively.

Bottom line: Techniques such as value stream mapping, process flowcharts, and swimlane diagrams can help streamline operations, eliminate bottlenecks, and enhance productivity and agility. The art is in the questioning, not the diagrams.



After 30+ years of experience...

“ We are drowning in information, while starving for wisdom. The world henceforth will be run by synthesizers, people able to put together the right information at the right time, think critically about it, and make important choices wisely.

E. O. Wilson



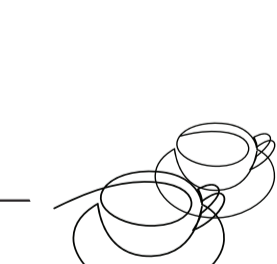
Agile and Lean Methodologies

**Lean and
agile,**
keep the team on file

**Only if they
can grasp it**
all the while

Adopt agile and lean methodologies to iteratively develop and deliver digital solutions in collaboration with non-IT business users. Techniques such as scrum, kanban, and lean startup can help prioritise work, manage priorities, and accelerate time-to-market.

Bottom line: Agile methodologies often come with their own set of jargon, processes, and expectations that can be unfamiliar and even intimidating to non-technical team members. This can lead to misalignment, resistance to change, and ultimately, the failure of the Agile initiative. Spend the time to teach them right..



Performance Metrics & Analytics

**Turn data
to might**
insights ignite

**Lead with
knowledge**
day and night

Techniques such as balanced scorecards, dashboard reporting, and data analytics can provide insights into performance trends, identify areas for improvement, and inform decision-making to drive continuous improvement and value realisation.

Bottom line: Many dashboards are built with a technical focus, prioritising data over usability, which can overwhelm and confuse non-technical users. These users often struggle to navigate and interpret the data presented, leading to underutilisation of the dashboard's capabilities. Insights are the name of the game—sometimes less is best.



Like to delve into, dissect or draw on my experience over a coffee —let's set up a time...

