

# 6 Critical Success Factors for the CIO

Based on **decades of experience** as a top IT executive, James Hogg shares his **proven formula** for a successful IT program.

## 1 The CIO Must Be Tactical

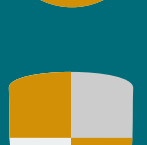
The CIO must be tactical. The CIO's priority must be to manage the day-to-day operations of the business. These must run smoothly and reliably without incident on a 24/7/365 basis. Tactical delivery earns strategic trust.



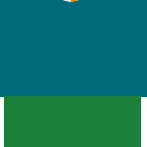
**Web and Email**  
Company's website and email must be up and running.



**Operational Security**  
All client and company applications must be secure and operational.



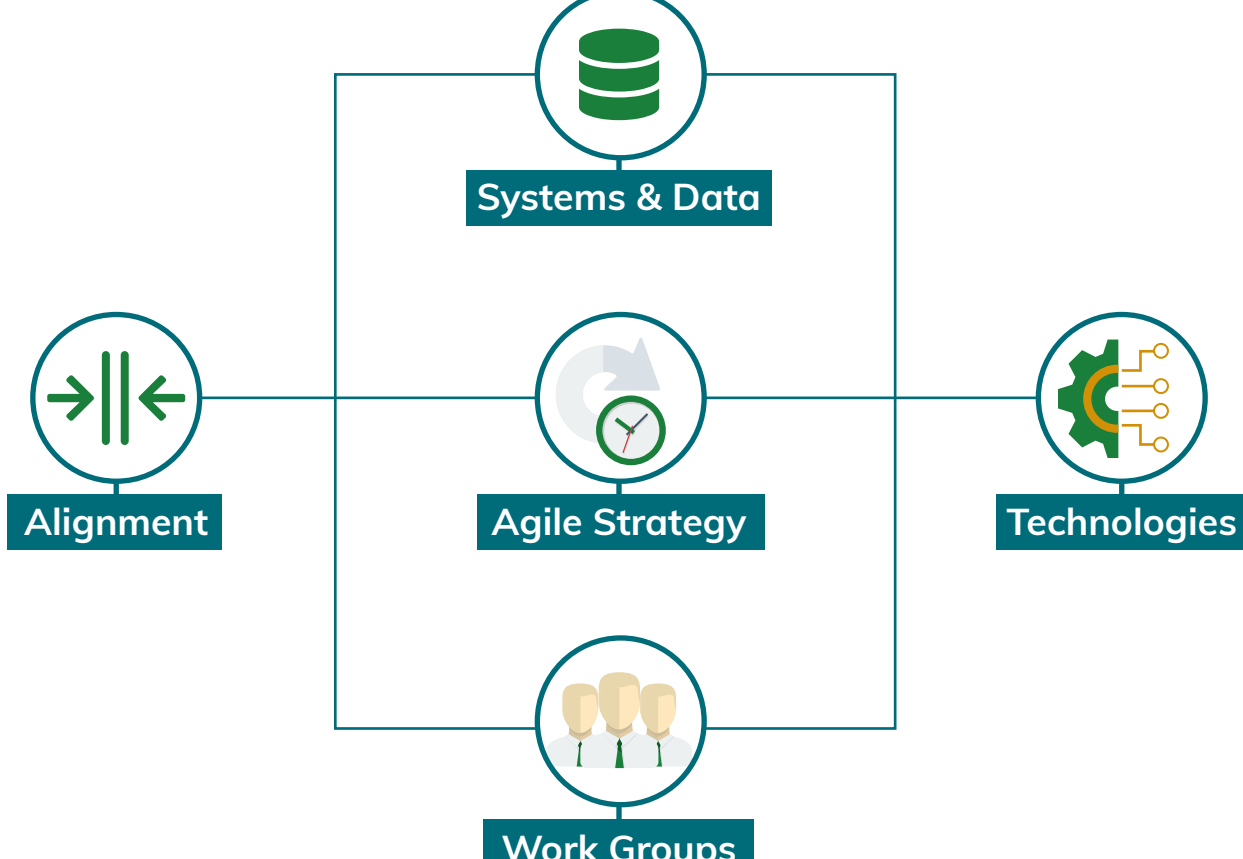
**Project Efficiency**  
Projects, regardless of size, must be on time and on budget.



**Security Overseer**  
All applications must be secure and managed by a capable Chief Security Officer (CSO) and cyber security team.

## 2 The CIO Must Be Strategic

A successful CIO understands the business in order to align the technology, including systems and data, with the strategic business objectives. The technology must be agile and flexible to adjust to the business' changing needs and requirements. Essentially, the technology enables the business.



## 3 The CIO Must Differentiate IT Finances by Investment vs. Cost

The CIO must be aware that costs for technology are investments made by the business, which requires a return on that investment (ROI) approved by the business.

### INVESTMENT

- IT Infrastructure
- Services Running
- Personnel Certifications
- Production Environment



**IT FINANCES**

### COST

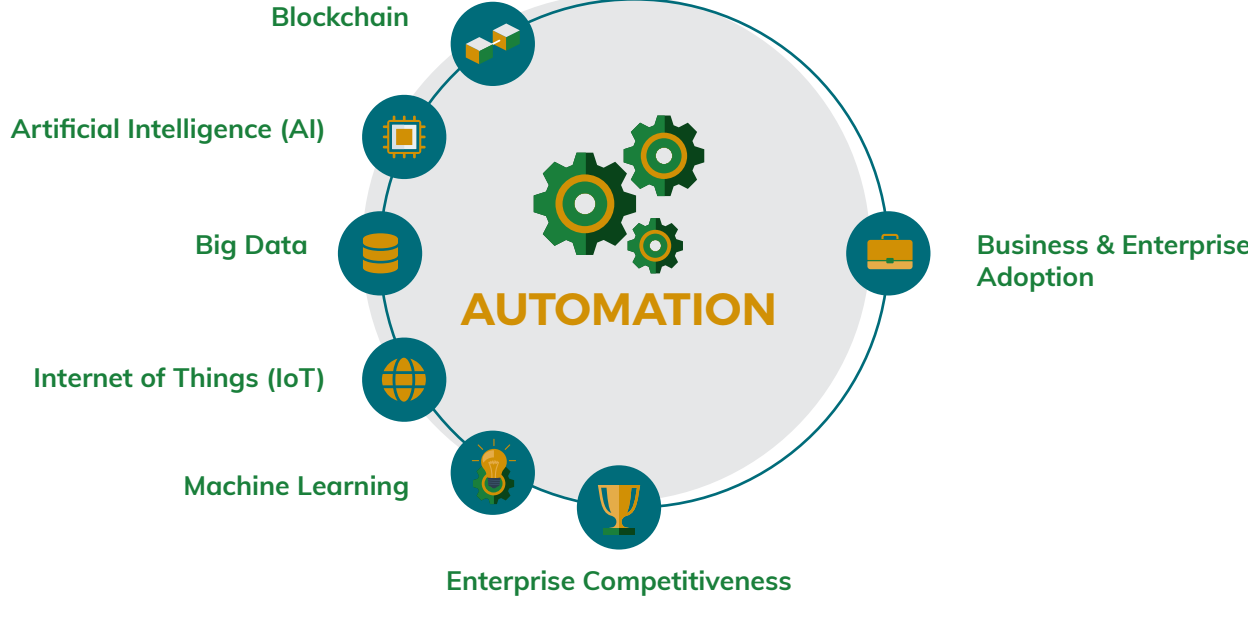
- Costs to Maintain
- Licenses & Subscription
- In House IT Team
- Workflow Output

## 4 The CIO Must Remain Current on Emerging Technologies

The awareness in new, upcoming and disruptive technologies that will impact businesses as a whole. Many major systems implementations can take 24 to 36 months. Technology can become outdated during that time period and be old or obsolete by the time systems go into production.

### Nascent and Disruptive Technologies

### Enterprise Adoption 2020 and Beyond



## 5 The CIO Must Set Talent Management as a Key Priority

CIO must invest personal time on recruiting and retaining IT talent.

### Production & Delivery

#### KPI & Performance Metrics

- Succession Contingencies
- Solutions, Data, Integration, Application, infrastructure and Cloud Architects
- Open Ended Communications



Program and Project Managers



IT Staff



IT Specialists



Recognition Program

#### Certification & Upskilling

- Business and Systems Analysts
- Incentive Program
- Tangible & Non-Tangible Roles

## 6 The CIO Must Develop and Maintain Key Internal Client Relationships with Peers and Executives within the Organization

Good interpersonal and strong leadership skills are a must. The CIO must communicate early and often and be transparent and honest in all communications. Successful CIOs manage by "walking around." They are knowledgeable, experienced, balanced, and honorable, and know how to manage the interests of all IT stakeholders.



**CIO to Executives**  
A respectful and harmonious relationship with Executives to align IT Operations to sustain operations and move with corporate strategy.



**CIO to IT Operations**  
Maintain integrity and display a firm yet flexible grasp on operations to set models on adoption, maintenance and contingencies.



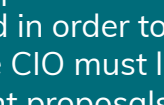
**CIO to Other Department Heads**  
An energetic, positive and open-minded attitude is recommended in order to establish a firm yet trusted presence. The CIO must listen and give positive criticism on department proposals for IT resources.



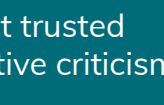
**CIO to Investors**  
The CIO must be knowledgeable and demonstrate adept proficiency in talking to investors about technology and other IT related matters.



**Integrity**



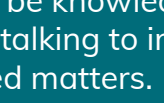
**Transparency**



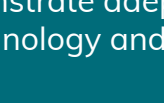
**Open-Minded**



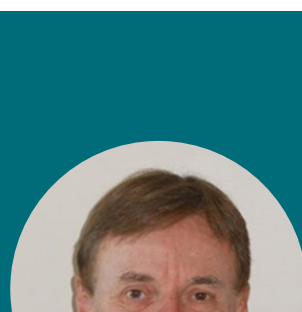
**Able Speaker**



**Exceptional Listener**



**Positive Outlook**



**About Jamie Hogg**  
Jamie Hogg is a partner with MVP Advisory Group, a consulting firm focused exclusively on the insurance industry. As an executive advisor with more than 30 years of experience in the insurance and financial services industry, Jamie has broad based technology, process, and operational experience as a group vice president, CIO for a Top 100 multi-line insurance company, and as a senior partner with IBM Global Business Services. Visit MVP at [www.mvpadvisorygroup.com](http://www.mvpadvisorygroup.com).