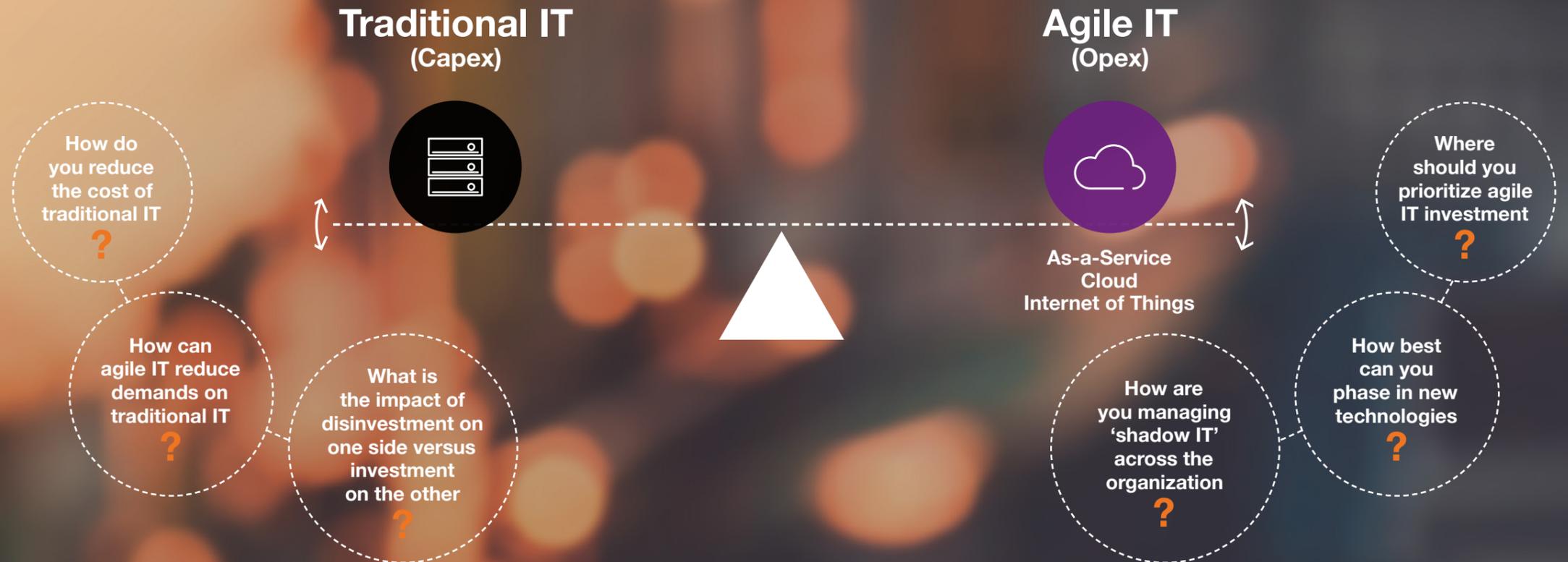


The role of the CIO is changing. Alongside your principal responsibilities for maintaining legacy IT, there's a growing expectation to bring in innovative, agile, digital services.

- What's driving this shift?
- How are others responding?
- Where should you focus your efforts and resources?

These are just a few of the questions for us to consider today.

For further insights, please refer to our companion piece **Destination Digital: Exploring the Hybrid Role of Tomorrow's CIO** available at: [capgemini.com/infrastructure-services](http://capgemini.com/infrastructure-services)



## Global and societal changes

How do you keep pace in a rapidly changing world in which digital is driving everything?

- New financial models: Bitcoin, peer-to-peer lending etc.
- Millennial generation are digital by default
- Trend toward asset-light (pay-per-use, on-demand, shared-use) models

- Understand the rapidly changing consumer world
- Develop investment cases, viewed through the lens of an end-user
- Shift mindset from IT supplier to business-enabler

How do you know what's a fad and what's the future? How do you know what's next?

- Cloud-based services have leveled the playing field
- Internet of Things is fueling a fully connected world
- Automation and autonomies is moving towards machine intelligence

- Manage talent and training so you have the right skills
- Get value out of your growing data volumes
- Empower your staff to test and evaluate innovations early

## Universal technology

How can your IT strategy better support the consumer-led demands of your business?

- Expectations of an end-to-end digital experience
- End-user experience is now the barometer of success
- Business models are being disrupted by consumer-centric innovators

- Explore new ways of serving customers (internal/external)
- Reconsider planned IT investments
- Embrace new technologies and innovations

## The rise of the consumer