

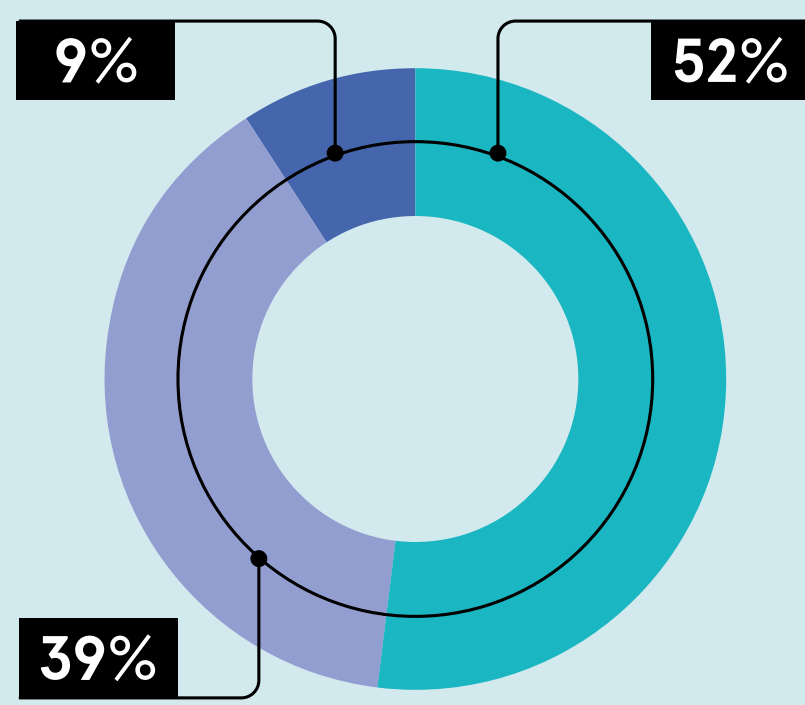
THE SKILLS OF THE FUTURE CIO

As CIOs take on a broader role across business driving strategy and transformation, the skills they and their team need are changing too. Alongside a growing requirement for knowledge of newer areas of technology such as AI and cybersecurity, CIOs also need softer skills associated with business leadership, from understanding how to influence others and foster collaboration, to creating a culture of inclusivity.

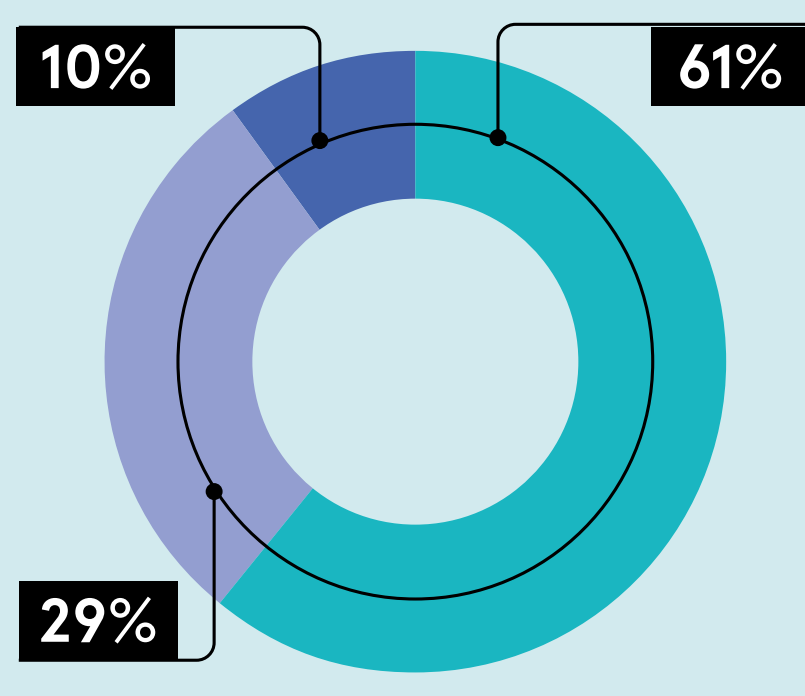
THE PANDEMIC IS PERMANENTLY CHANGING THE NATURE OF THE CIO ROLE

% extent to which CIOs agree with the following statement

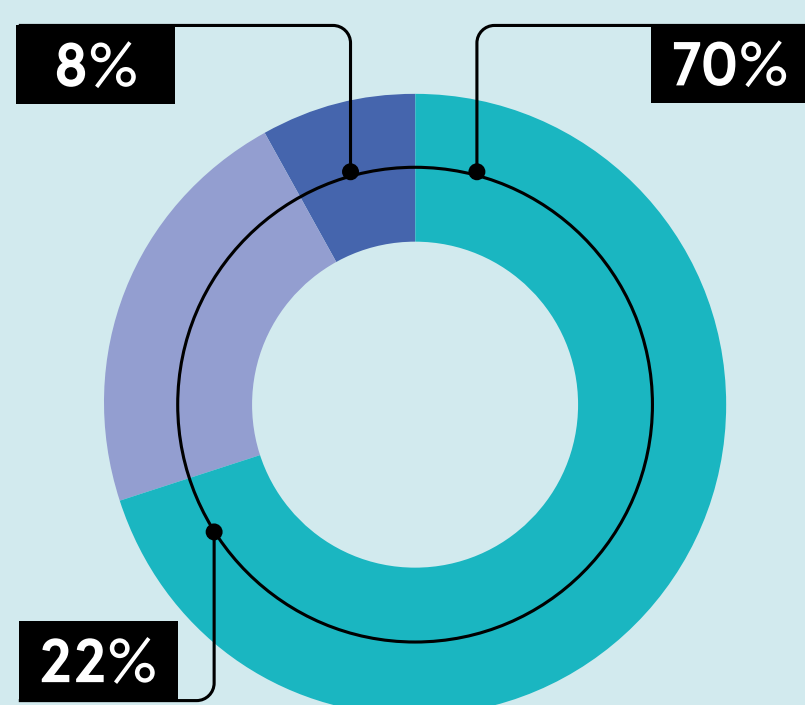
● Agree ● Neutral ● Disagree



Created a culture of inclusivity in the tech team



Increased the influence of the tech leader



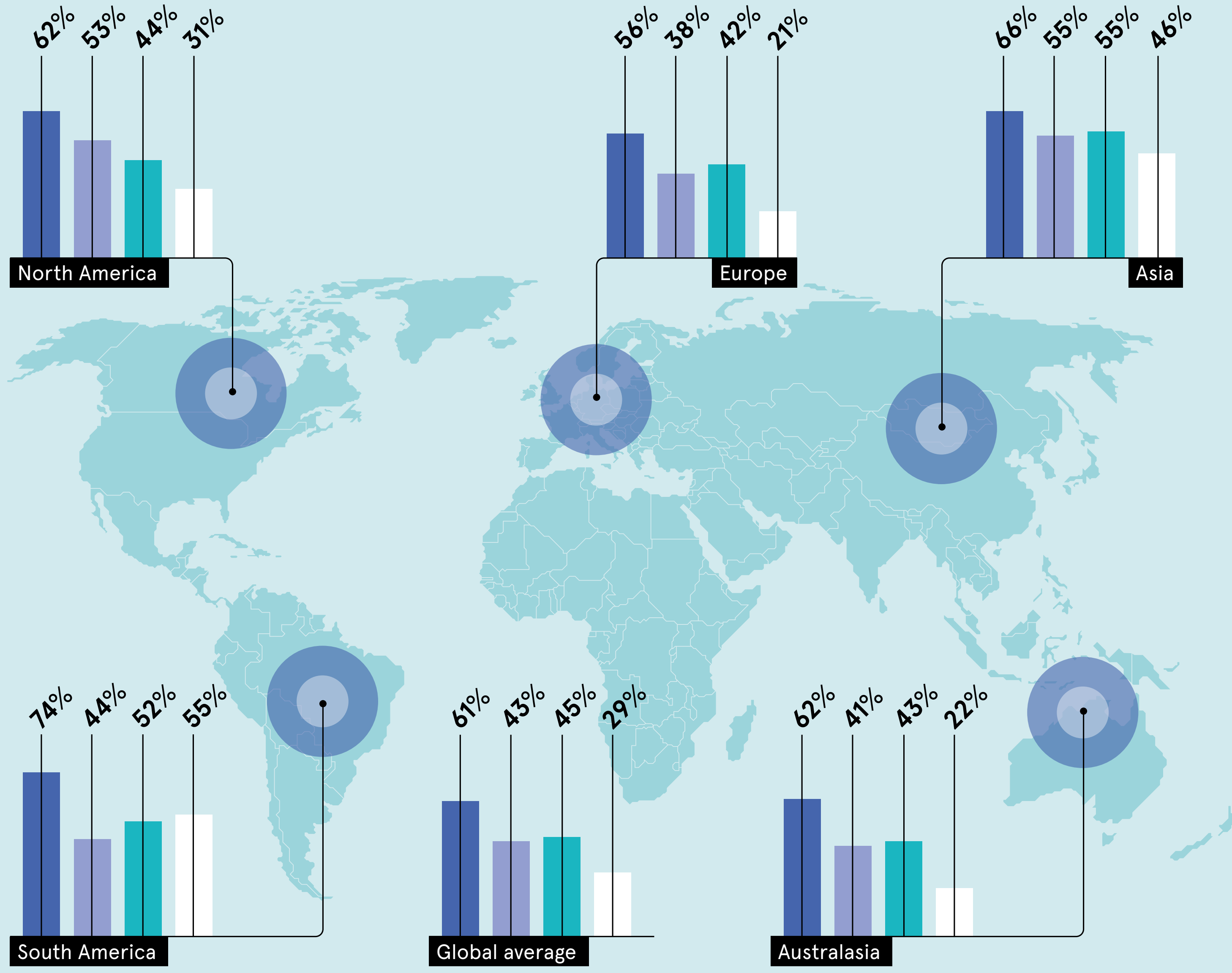
Increased collaboration between the business and tech teams

Source: Harvey Nash / KPMG 2020

CIOs AROUND THE WORLD

What IT leaders are expecting to change due to Covid 19

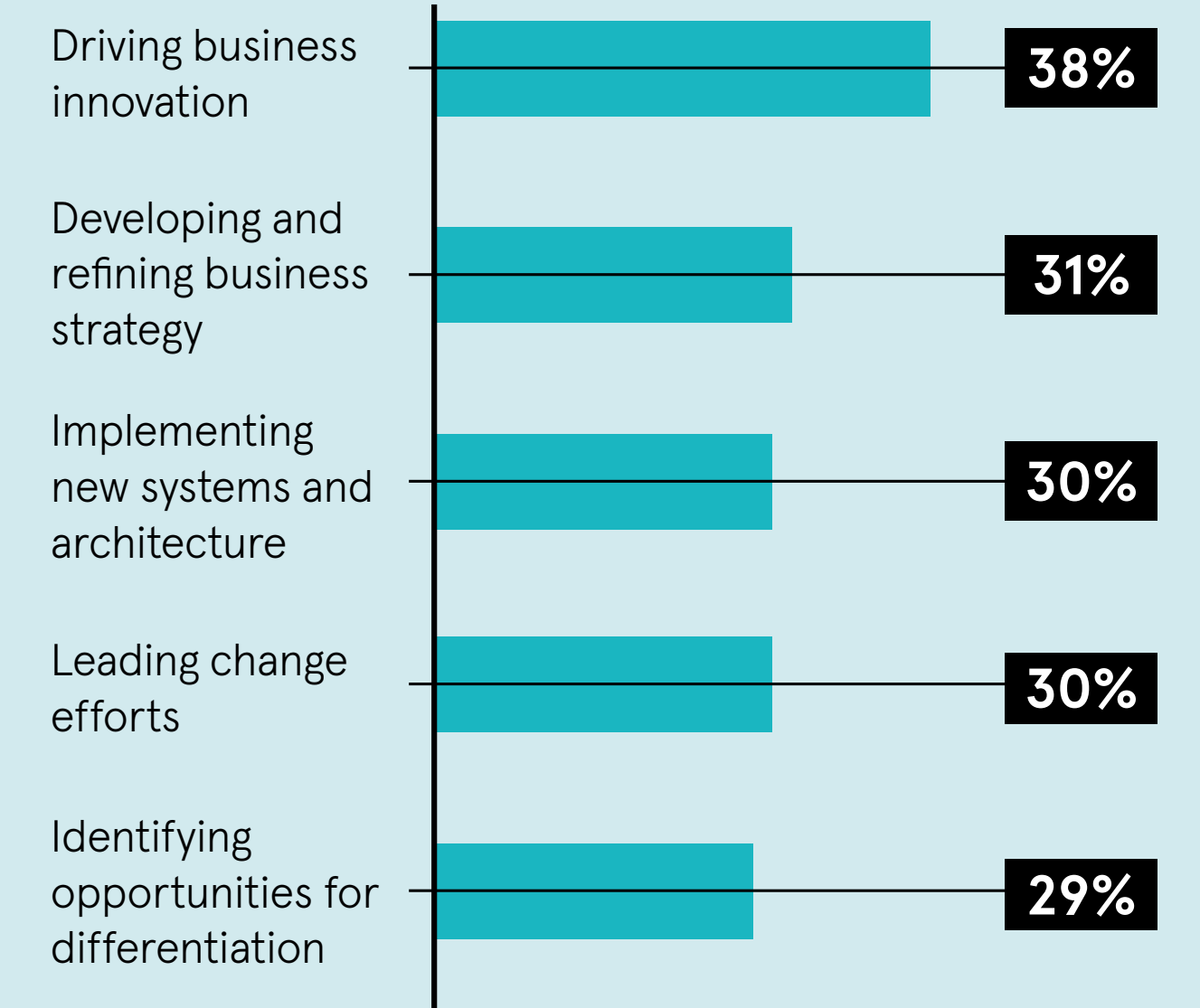
● Increased influence of the CIO ● Expecting a budget increase ● Expecting an increase in headcount ● Increased investment in business-managed IT



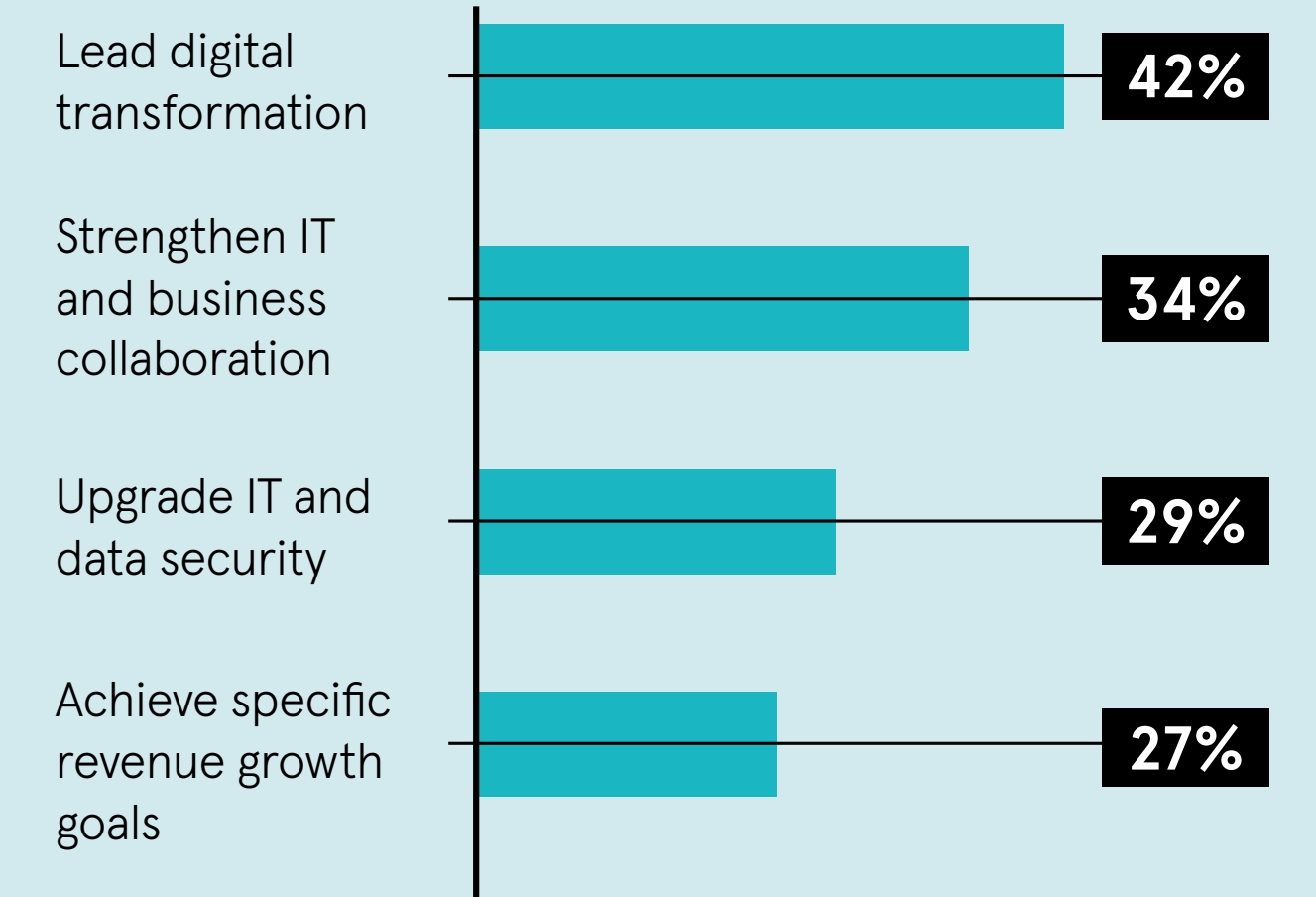
Source: Harvey Nash / KPMG 2020

BUSINESSES WANT CIOs TO TAKE A MORE STRATEGIC OUTLOOK

The activities CIOs hope to focus on in the next three years



What CEOs want CIOs to focus on

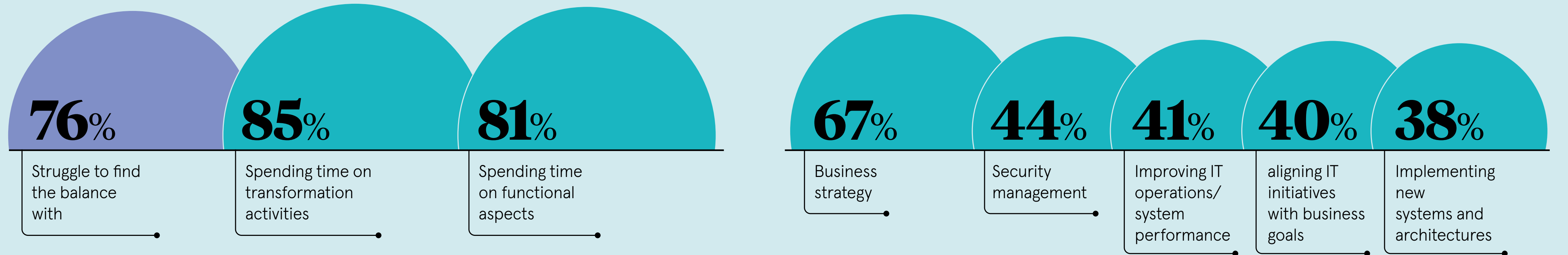


Source: IDG 2021

CIOs ARE STRUGGLING TO STRIKE THE RIGHT BALANCE BETWEEN BUSINESS INNOVATION AND OPERATIONAL EXCELLENCE

Transformation is taking precedence but there is a pressure on functional tasks

The activities CIOs are currently focusing on



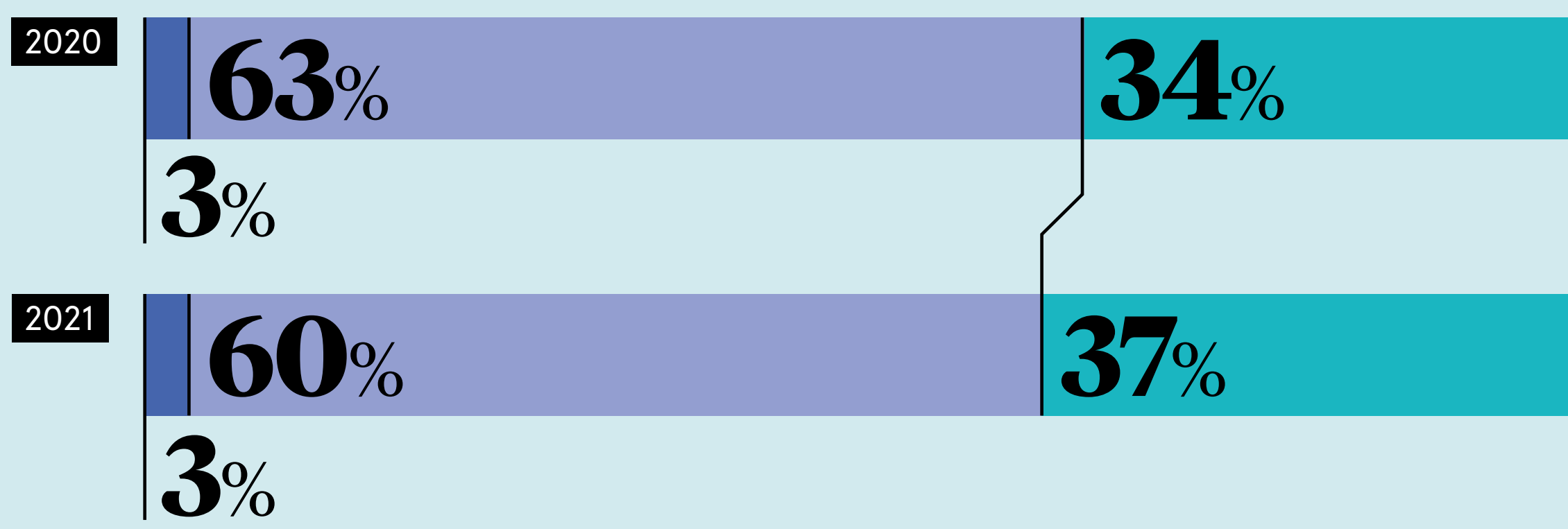
Source: IDG 2021

TECH TEAMS NEED MORE SKILLS AS FUNCTIONS ARE BROUGHT IN-HOUSE

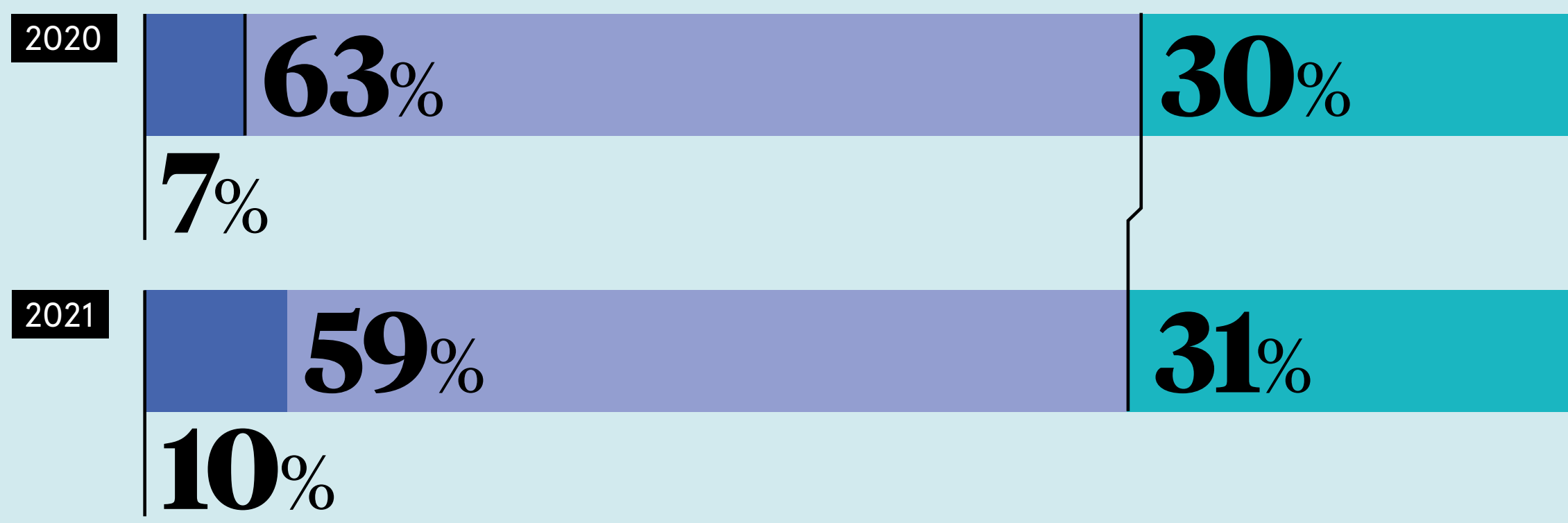
Shifts in supply due to Covid-19, % of respondents

● Decrease ● No change ● Increase

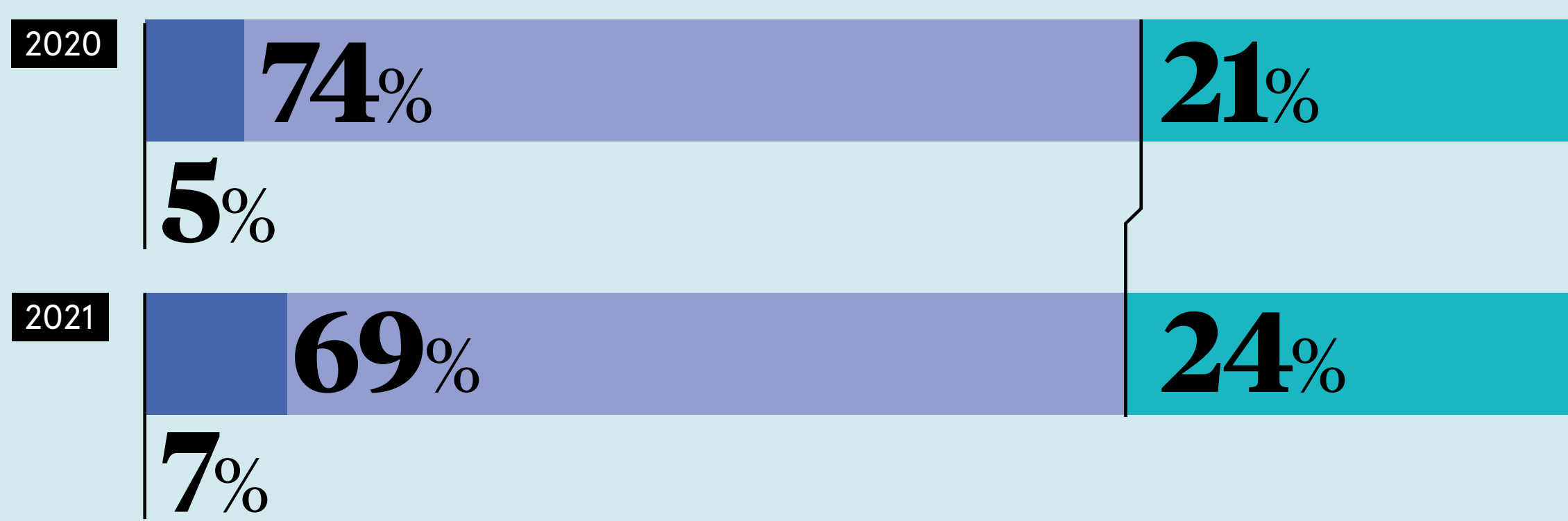
Duplication of important suppliers



Business processes carried out in-house



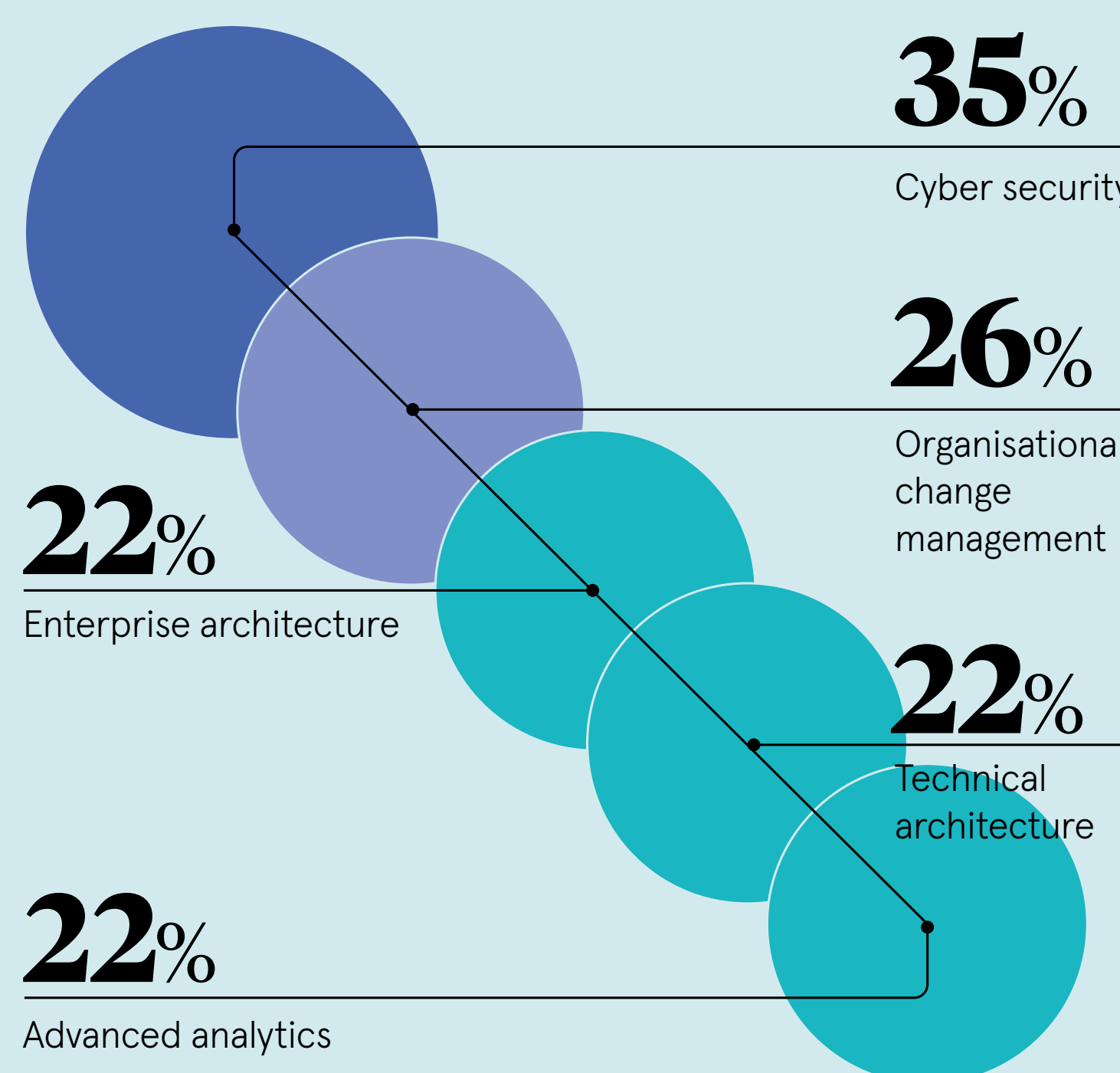
Sales/delivery functions carried out in-house



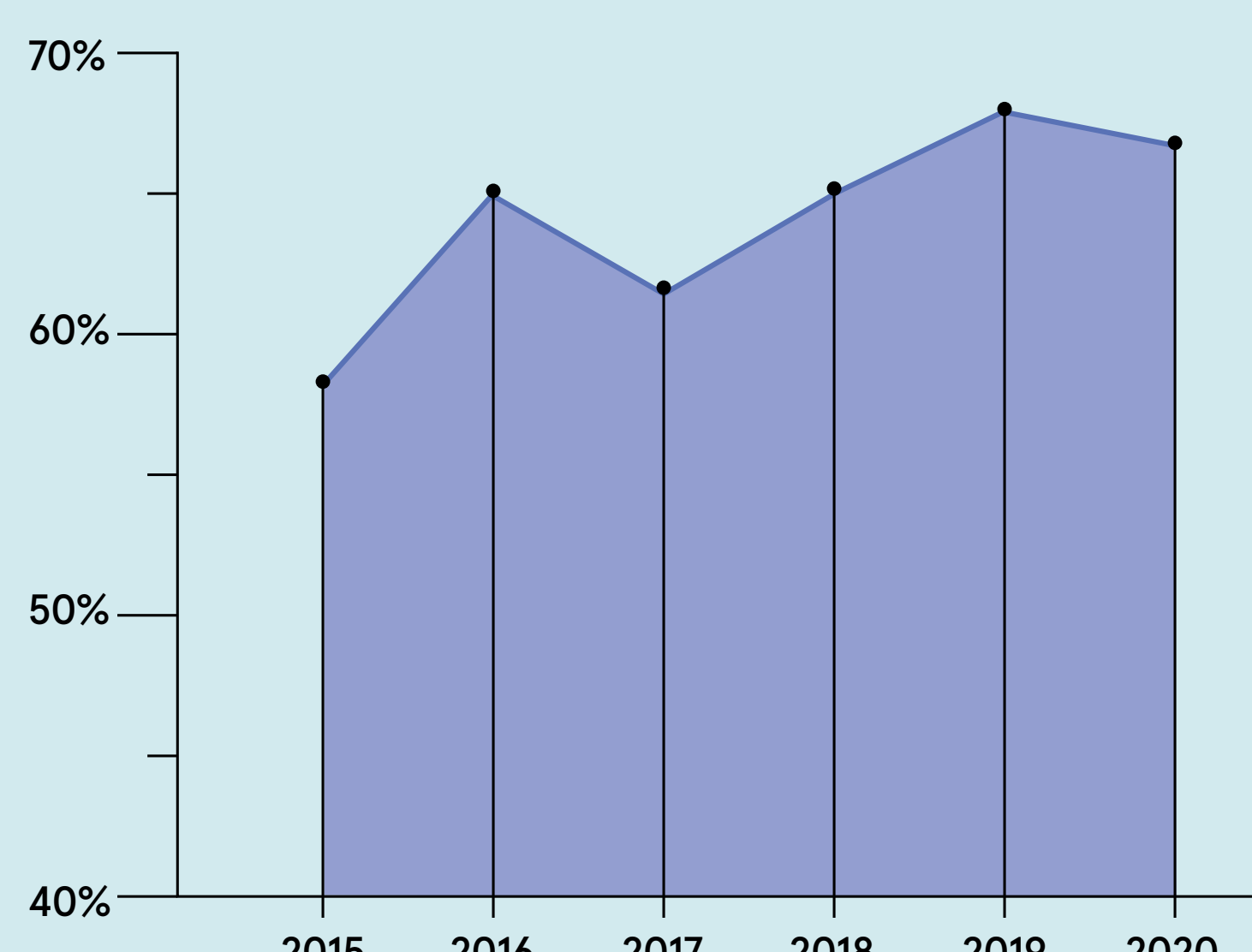
Source: Gartner 2021

THERE IS A GROWING SKILLS GAP IN THE IT TEAM

Top five skills shortages highlighted by Covid-19



Organisations where a skills shortage is holding them back

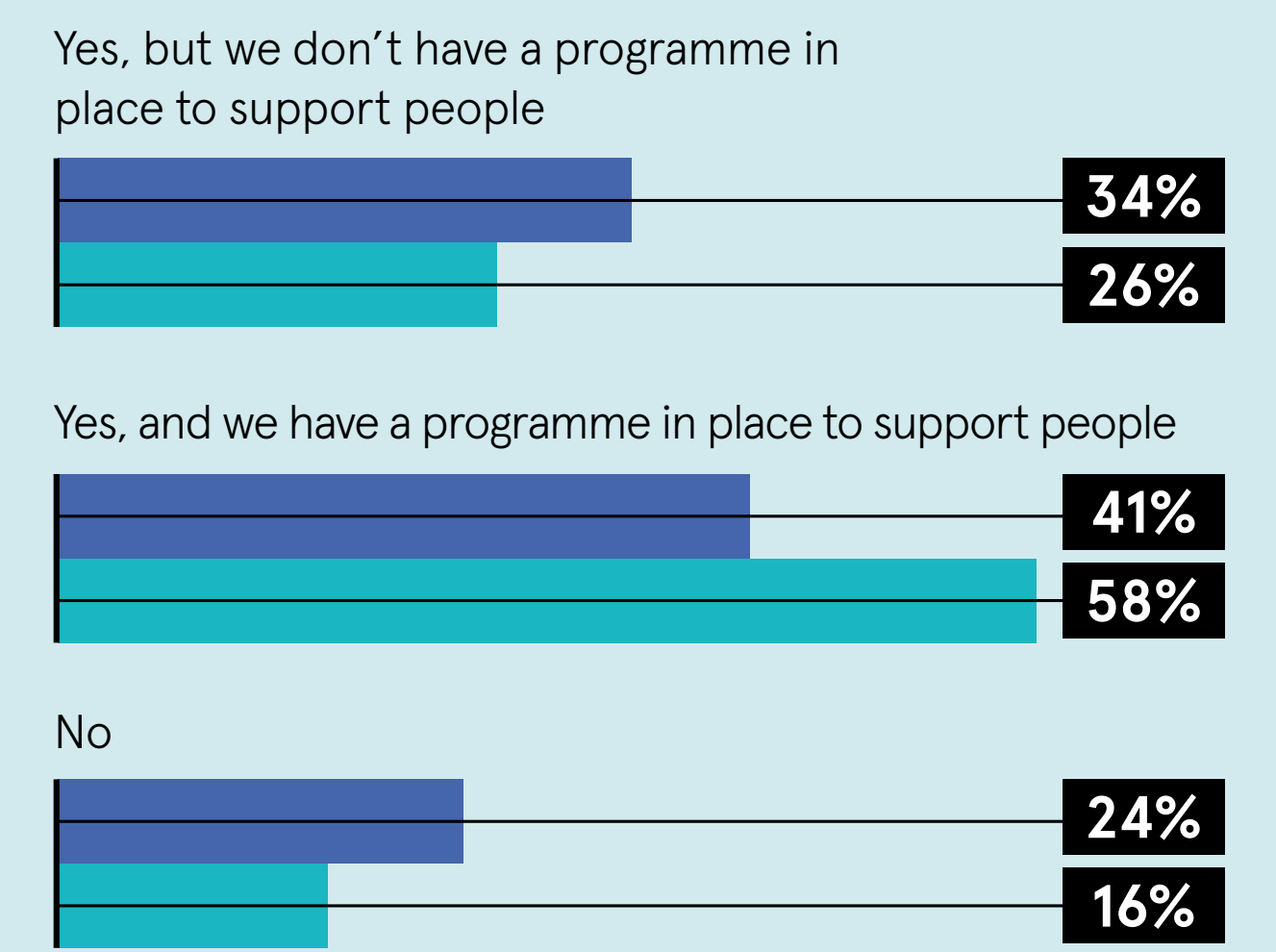


Source: Harvey Nash / KPMG 2020

CIOs ALSO NEED TO CONSIDER SOFTER SKILLS AND TAKE CARE OF THEIR TEAM

% concerned with the mental health of their team

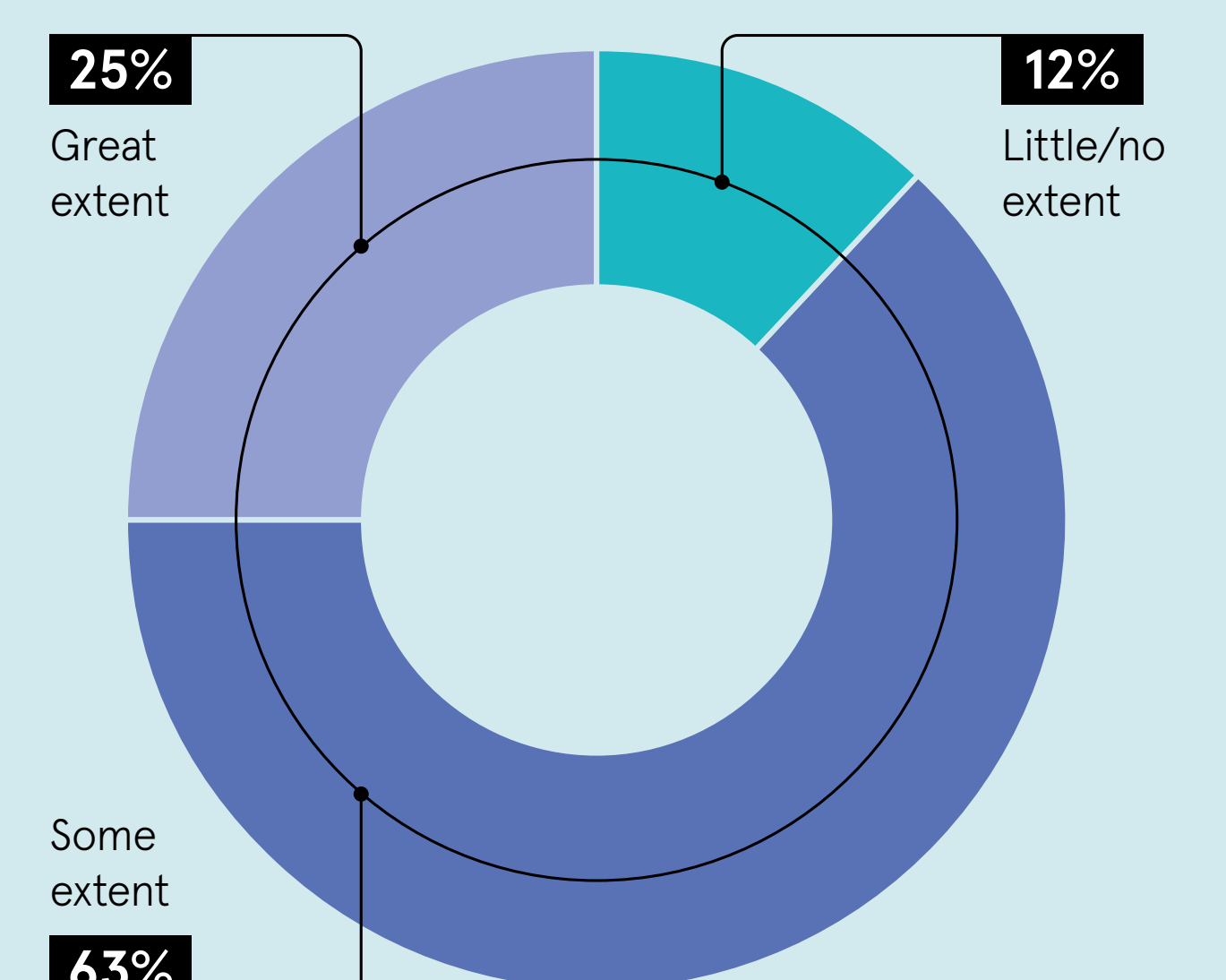
● Pre Covid ● Covid



Source: Harvey Nash / KPMG 2020

CIOs ARE RETHINKING WHAT IS IMPORTANT

The extent to which current ways of working promote a healthy and sustainable work environment



Source: Harvey Nash / KPMG 2020