

# An emerging model for IT

CIOs used to oversee IT in every corner of the enterprise. Yet today's businesses require changes in service delivery and consumption. A blended model is emerging: the CIO runs corporate IT as both a provider of services and an insightful broker of third-party services for line-of-business executives (LOBs).

## PRIMARY DRIVERS OF CHANGE:

IT has become easier to buy and consume

**45%**

of survey respondents say LOBs have more options to buy IT services from third parties

**38%**

cite employee expectations for greater control over the way they use technology in their work

**26%**

say consumerisation of IT and proliferation of easy-to-use technology services have reduced the need for centralised control of IT services



## THE CIO RESPONSE:

More market-driven

**32%**

will boost IT and business process outsourcing to reduce the need for enterprise IT services

**31%**

will transform IT to offer fee-based services, as IT operates side-by-side with external providers

**25%**

are satisfied with their current IT service delivery model and don't intend to change it

**24%**

say IT will work to compete effectively against third-party solutions

## EMERGING AGREEMENT ON A BLENDED MODEL

**33%**

cite partnerships to develop innovative solutions to business needs as the number-one challenge

By almost a **3 to 1** margin, LOBs prefer that IT broker services for them

## WHAT LOBs WANT:

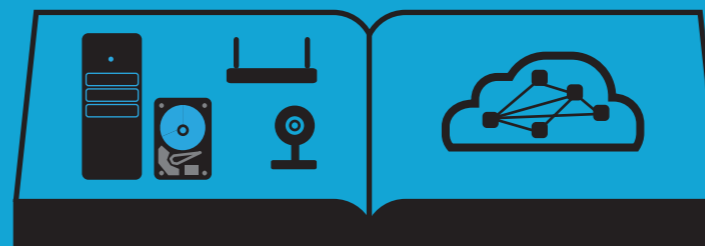
A new services mix

**63%**

of LOBs say that third-party IT brokered by corporate IT will grow over the next three years—far more than any other delivery mode

**46%**

say they obtain external technology services because comparable services aren't available from corporate IT



**44%**

want corporate IT to provide more technical advice and recommendations

**46%**

want an IT services catalog with both internal and third-party offerings