

CIOs Chart Their Course for IT Transformation



CIOs are undertaking IT transformation initiatives to enable the business to better compete in the digital age. Where have they focused their efforts and what are their plans?

For nearly a decade, Dell EMC and VMware have worked with companies on their IT transformation efforts in a series of workshops¹, where CIOs report on their successes, challenges, and goals. This workshop data falls into three distinct areas:



Business & IT Strategies



Infrastructure Modernization



Automation Technologies & Methodologies

Here we examine CIOs' current priorities, targets, and successes, as gleaned from the 2017 workshops.

IT Transformation: Business & IT Strategies

CIOs have placed high priorities around garnering business support and preparing their IT organizations for IT transformation.

CURRENT STATE



IT Preparedness

77%

Have siloed teams or some cross-functional interaction



Business Support

34%

Have business interest + support but no roadmap



IT Skills

54%

Have audited but not mapped skills + trained individuals for some new roles

TARGETED STATE

96%

Strong cross-functional efficiency + high-quality services for the business

93%

A strategy + roadmap + full business support for it

78%

New IT skills and roles integrated with full business alignment

RECOMMENDATIONS



Create a business case and roadmap



Train staff on cloud technologies



Organize IT around service delivery vs. project delivery

IT Transformation: IT Infrastructure Modernization

Legacy infrastructures must be transformed to take advantage of today's digital business.

CIOs Have Identified Several High-Priority Initiatives



Cloud: Architecture + Workloads

Most companies have operational complexity, including disconnected use of hybrid cloud. However:

84% **87%**

have a goal to standardize on hybrid cloud + use for production apps

are aiming for an established hybrid cloud + app portfolio evaluation + business validation for cloud workload placements



Resiliency

Few companies have protected their critical business applications from the potential of major service disruptions, yet this is becoming a priority:

86%

are targeting to protect 40-100% of these apps



Application Platform

While platform-as-a-service (PaaS) and its second generation including database- and middleware-as-a-service are seeing slow adoption, CIOs are aiming big:

25%

are targeting 3rd gen PaaS (containers, cloud foundry)

25%

want to deliver clusters of web apps

19%

hope to use all these platforms to deliver web-scale apps



Software-Defined Networking

Very few companies have network infrastructure that is SDN-ready, but they want to reduce day-to-day operational tasks and costs and increase scalability. To do so:

69%

are aiming to have 40-100% of their networks virtualized for SDN

RECOMMENDATIONS



Profile the portfolio to move apps to the most cost-effective infrastructure (IaaS, PaaS, etc.)



Secure the environment with SDN and resilient infrastructure

IT Transformation: Automation Technologies & Methodologies

CIOs realize they must provide agile services to the business. To transform delivery, they are using several practices to standardize processes and implement automation.



Self-Service IT

To effectively deliver IT services, CIOs must effectively manage user and customer requests. The goal:

90%

want to have an established self-service catalog + fully implemented portal for IT services



DevOps

Interest in DevOps is growing. Although companies have pilot projects underway, the expectations from CIOs are high:

67%

plan to have DevOps used in the majority of app pipelines or in general use



Continuous Deployment

Relying on the heavy release of automation and configuration management, continuous deployment is high on CIOs' radar:

89%

are targeting scaled up, broad adoption + standardized toolsets

RECOMMENDATION



Automate IT processes that support software deployment and configuration

IT Transformation: What Are Your Plans? Transform IT like you mean business.

