

# IT enabler for new business models



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## What we have found!

The key conclusions from the session:

- IT seems to be better prepared than business think
- IT needs to better manage perception of IT within the business (better communication)
- Marketing of IT digital capabilities is necessary
- Companies need to create a digital mindset and to develop digital education for both IT and business employees
- The IT organisation must be adapted to be able to deliver digital needs internally and externally and to have the right speed
- An appropriate governance and guidelines is needed to speed up business initiatives on low risk solutions

## What we have explored

What do we mean and what can be done with IT transformation

### Digital Education

- Creation of a digital culture is becoming crucial
- Education on digitalization for management, board level and especially supervisory board must become a standard procedure
- New digital educated persons are coming in the companies demanding new, flexible modern tools but have also to be educated to some digital fundamentals like security and data privacy

### Change is common in the IT environment and people are used to it, but digital disruption requires often a bigger step.

- On the business side change is often a new issue and they are not always ready for it.

### Guidance

- We need to find the right balance between the necessity of speed and the risk coming up mainly by using external cloud applications

## What we have left open...

Some questions still remain to be addressed:

- Governments are starting education programs for youth
- How to deal with the digital gap for existing employees?
- What are the digital skills needed for IT employees?
- How to setup the detailed rules for the right balance of the governance

## Convergences

What points do we share in common:

- Trust culture within a given framework for everyone in order to gain flexibility and speed
- Strict consequences with management backup if business is acting outside framework

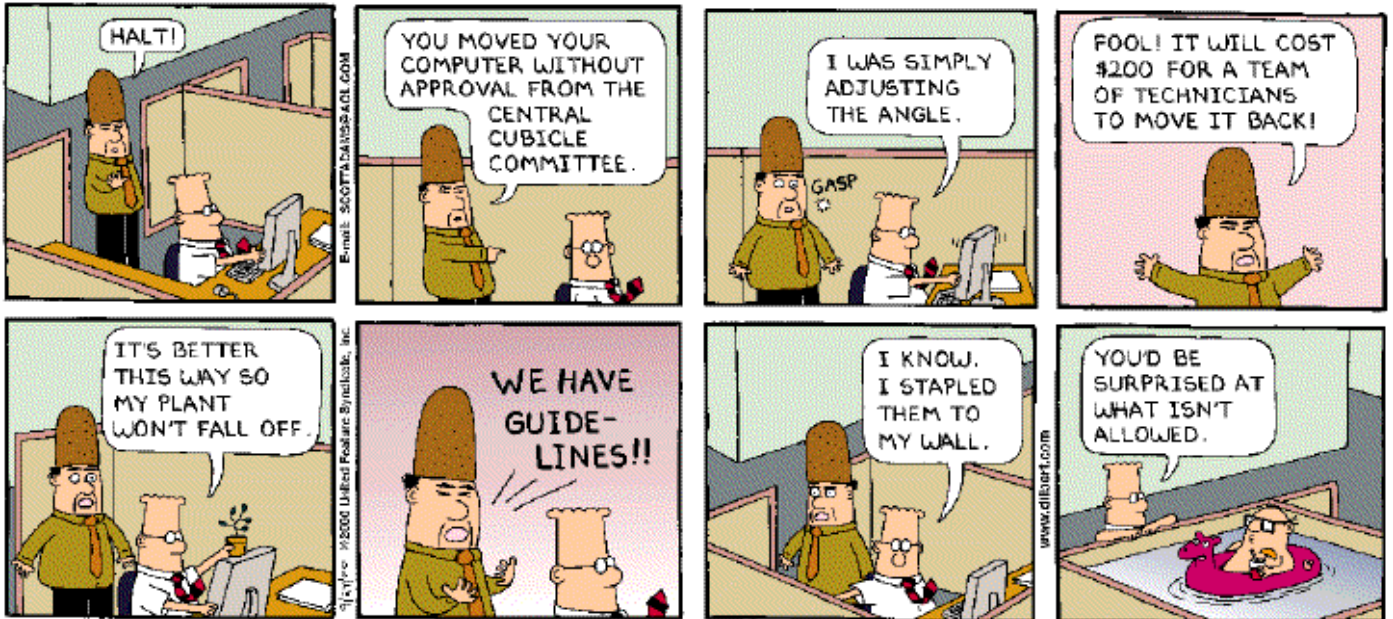
## Differences

What points do we agree to disagree:

- Different education programs for different generations?
- Which is the right reporting line for the IT organization?
- Allocation of the digital budget?

# A picture is worth a thousand words

An illustration that sums up our results:



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