

Bridging the Gap

Best Practices in Bringing the CIO and COO together

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What is the number one reason IT projects and IT professionals fail?

- Technical failure?
- Lack of budget?
- Not enough staff?

NO

NO

NO

LACK OF INTEGRATION WITH THE BUSINESS

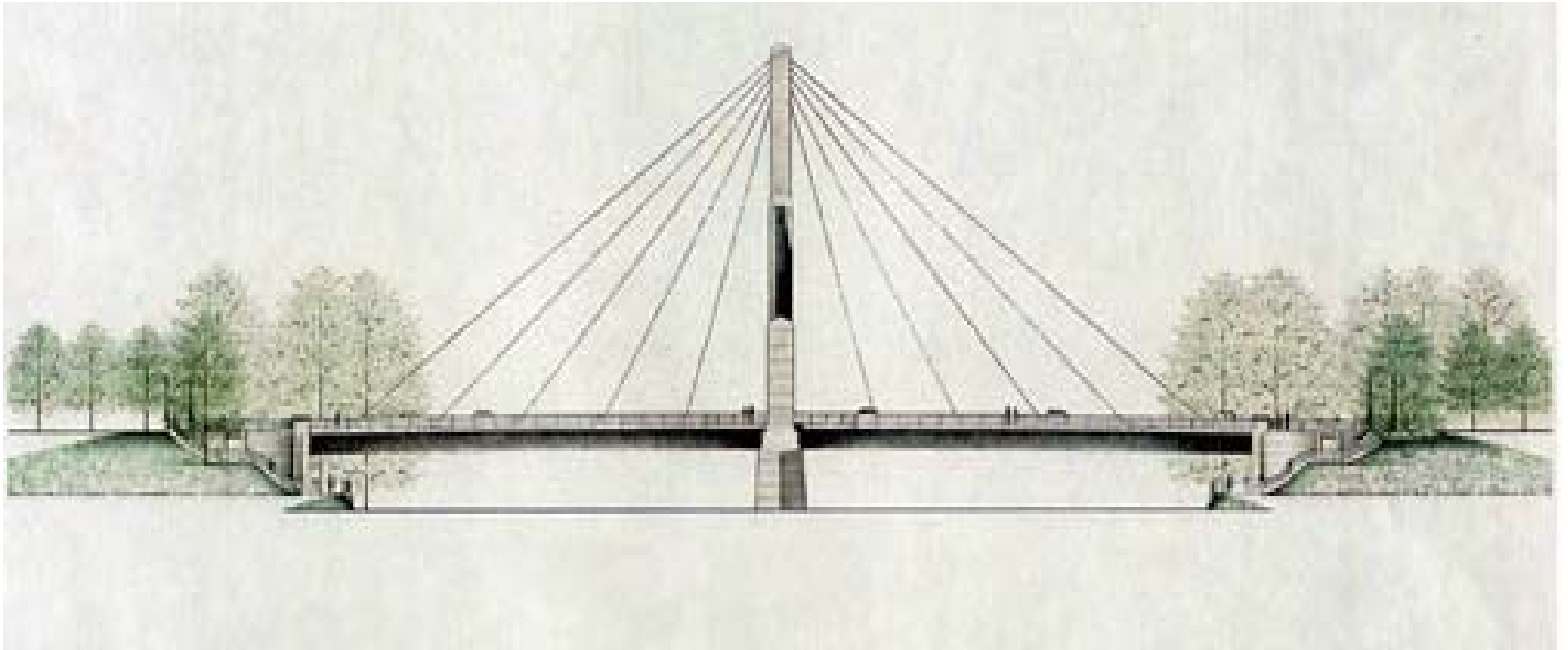
Background

Interviews with many of
America's most successful CIOs

Wide Range of Industries
Wide Range of Projects

Innovation
Time in
Position
Reputation
Results

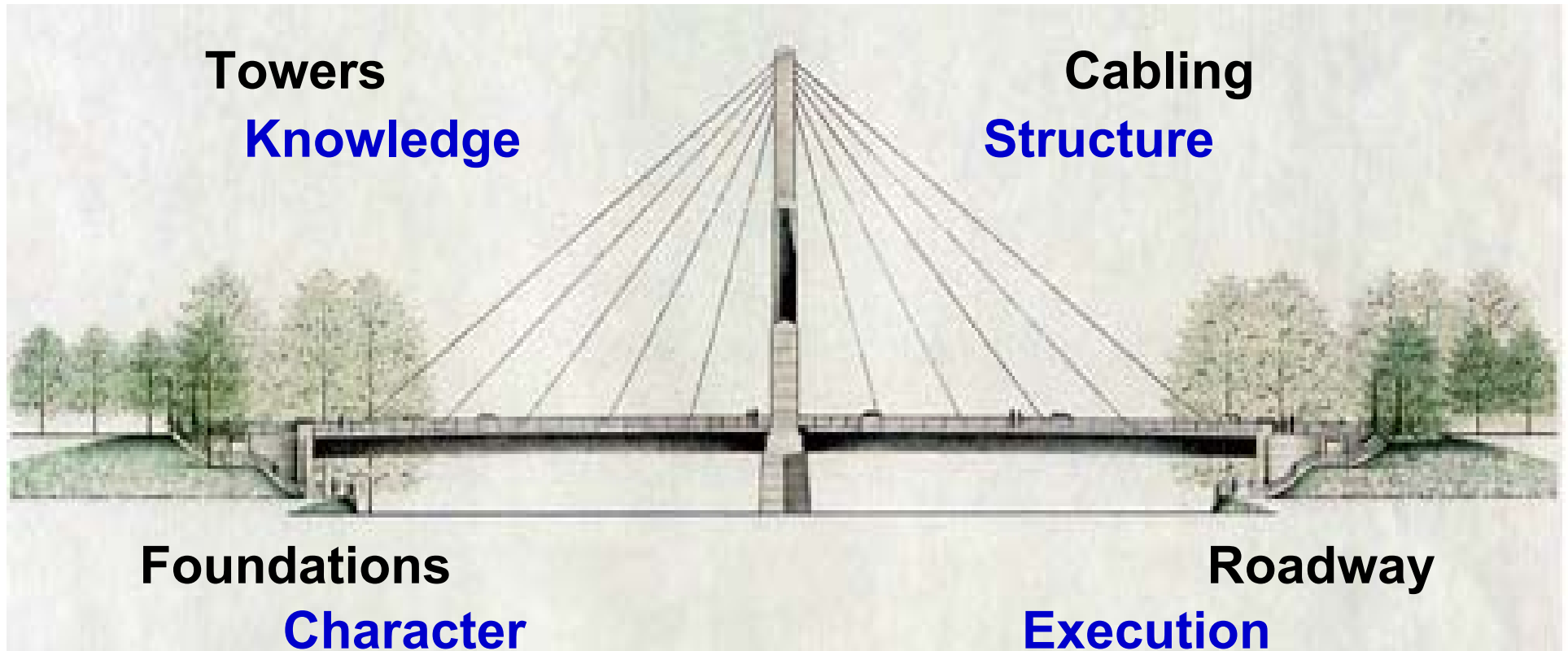
The Model



Bridging the Gap

HP WORLD 2002
Conference & Expo

Four Parts



The Foundation - Character

Honesty

“Very few people lie particularly well so you might as well tell the truth”

“Just one lie destroys years of trust”

Reliability

“Even when it is not your fault, it **is** your responsibility”

“If you fight them for budget how can they rely on you as a partner?”

When was the last time you told your partners exactly how you were going to spend your budget?

When was the last time you delivered two deadlines in a row?

The Tower - Knowledge

Business

“Know the business as well or better than your partner. Just be modest about it.”

“Evaluate vendors and tools against the business benefit not against the IT benefit.”

“Earn a seat at the table”

*How is the business operated?
How is the business measured?
What is the competition doing?*



Technical

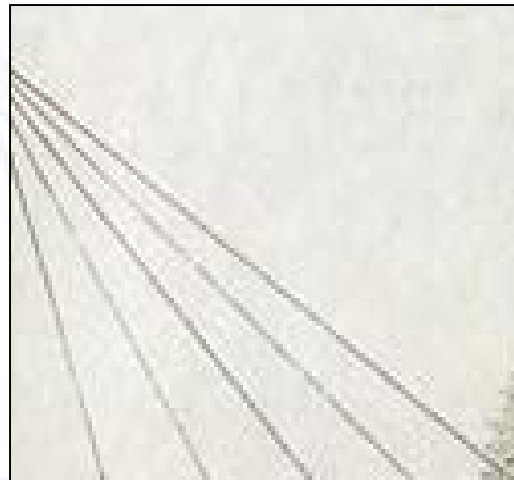
“What matters is how the technology serves the business goals.”

“Teach your business colleagues how each technology supports the organization.”

When was the last time you did a boring solution just because it worked?

The Cabling – Structure

Ownership
Business Collaboration
Communication
Transparent Processes



“If you don’t own 100% of the budget don’t take the job.”

“Winning teams know who is playing shortstop.”

“Make the business tell you how to spend your money.”

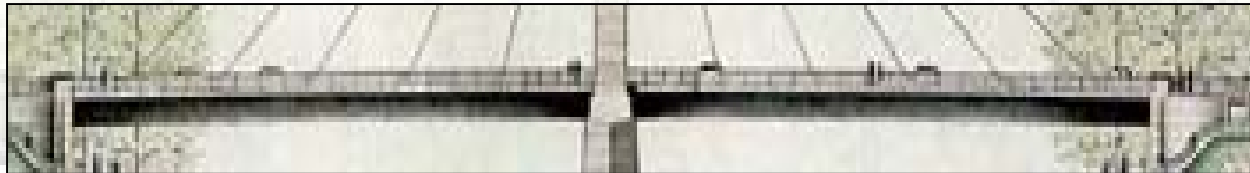
“70% of the job is communication. Every day without fail, make connections like clockwork.”

“Have processes, use them and drop the Kimono.”

The Roadway - Execution

“Take action and hire people who are action oriented.”

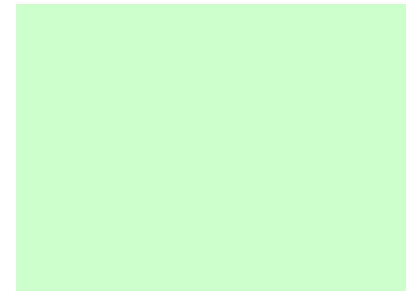
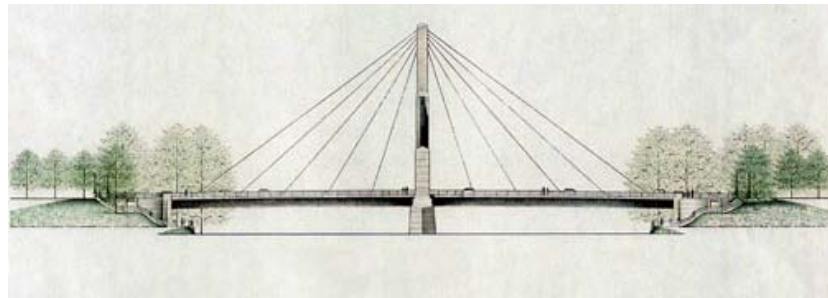
“Change will happen for the better if you lead it. Change will happen for the worse if you just follow it .”



Did you know 100% of this stuff before?

Do you always do 100% of these things?

Build the Bridge



You can be next year's
success story

