

Navigating Your GRC Journey

IT trends influencing GRC

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The 2013 Gartner CIO Agenda

Top five business strategies for CIOs

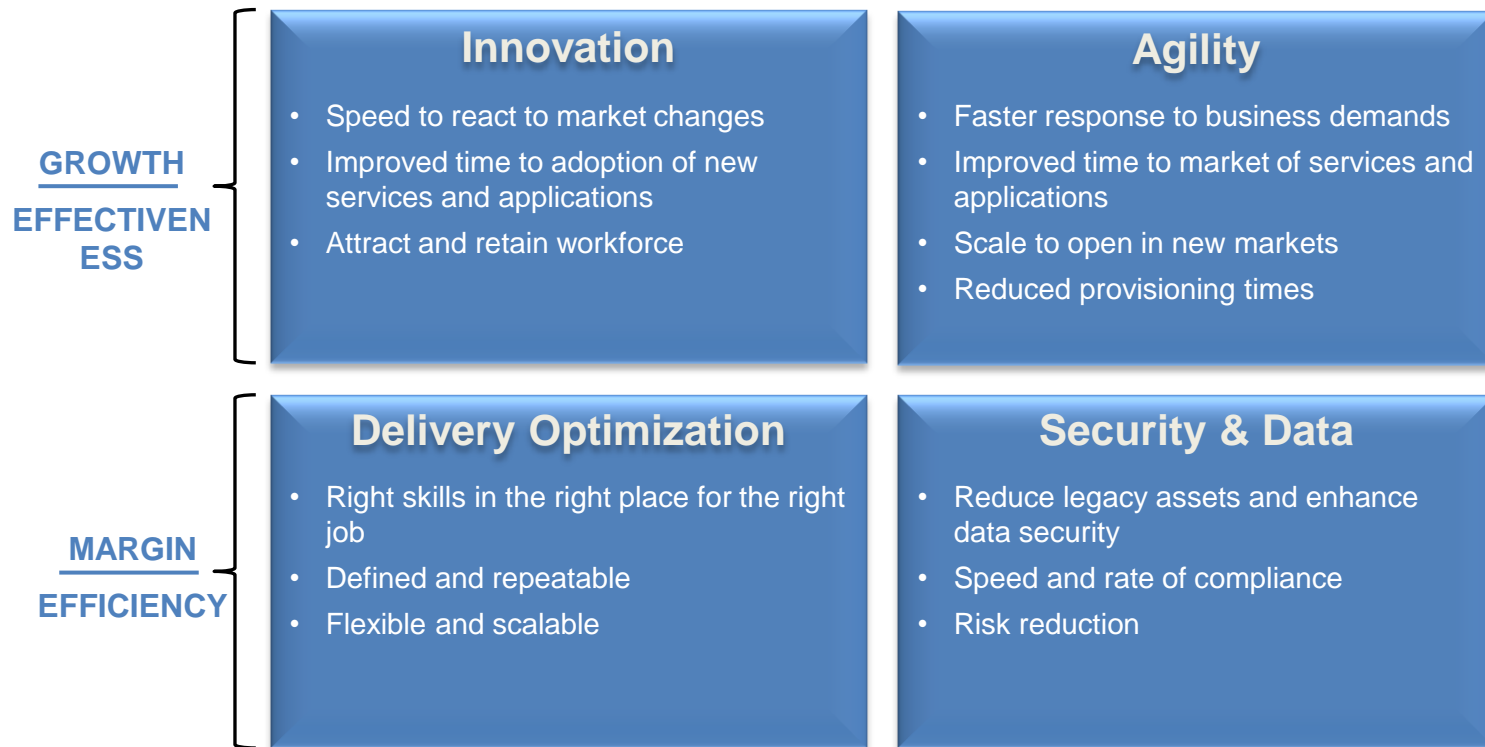
Rank	2012 ¹	2013 ¹	2014 projection ²
1	Increasing enterprise growth	Increasing enterprise growth	Increasing enterprise growth
2	Attracting and retaining new customers	Delivering operational results	Improving operations
3	Reducing enterprise costs	Reducing enterprise costs	Attracting and retaining new customers
4	Creating new products or services (innovation)	Attracting and retaining new customers	Creating new products or services (innovation)
5	Delivering operational results	Improving IT applications and infrastructure	Expanding into new markets and geographies

¹ Gartner, "CIO Agenda 2013 – Implications for High-Tech Providers" webinar, Mark P. McDonald, 5 February 2013

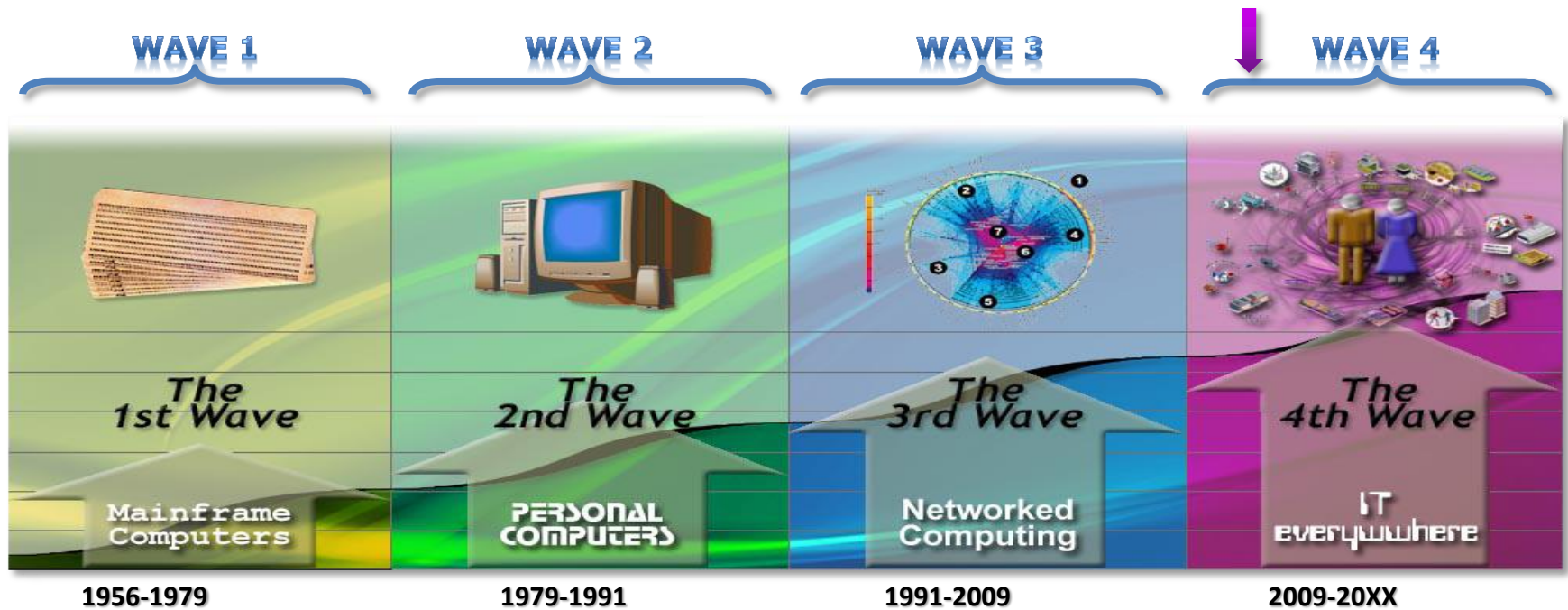
² Gartner, "Reimagining IT: The 2011 CIO Agenda," Mark P. McDonald and Dave Aron, 1 January 2011, ID:G00210382 (Refreshed 5 September, 2013)

Business value map

IT priorities must support strategic business objectives



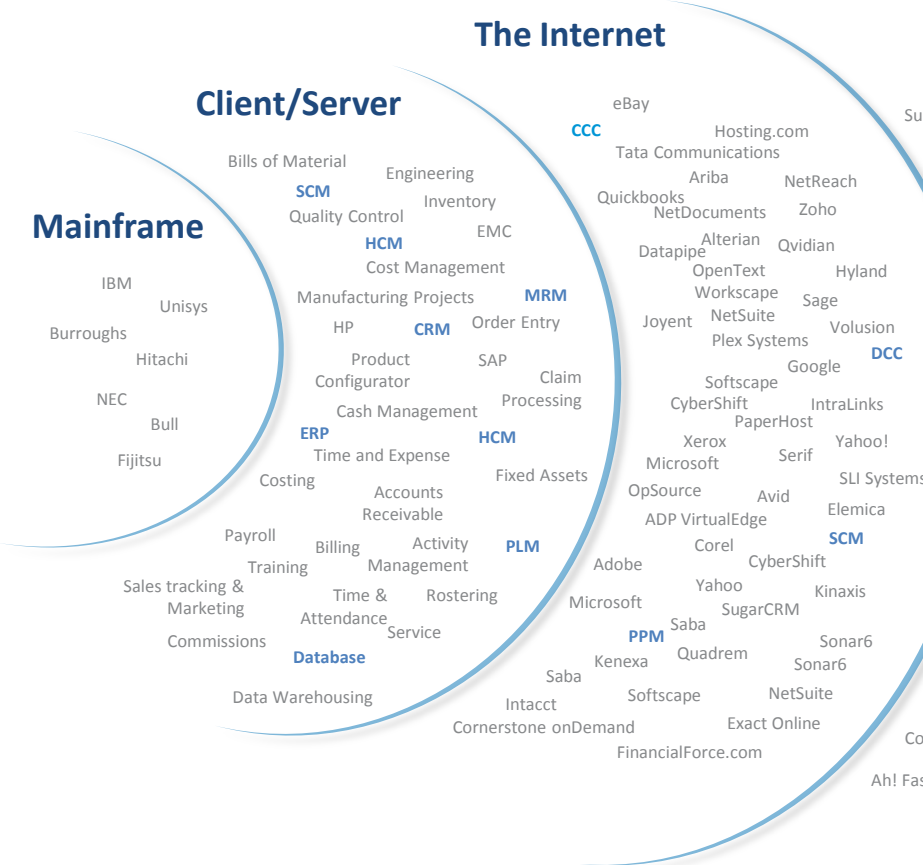
We are at the start of a new wave



Moving from Networked to Seamlessly Connected, from Compute to Cloud, from Terabytes to Exabytes, from Months to Minutes, from ...

Disruptive innovation is accelerating

Every 60 seconds



Mobile, Social, Big Data & The Cloud

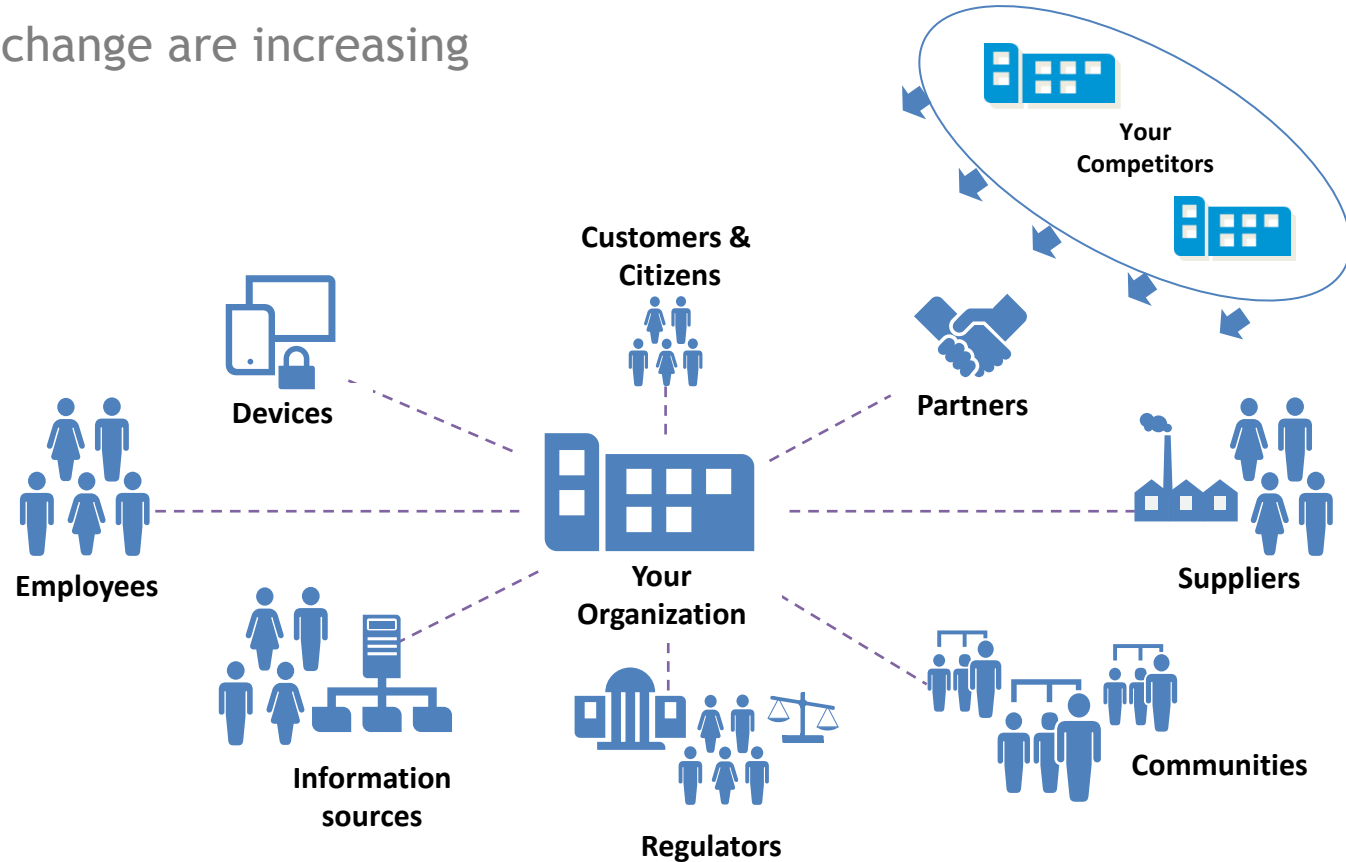


- 98,000 tweets**
- 23,148 apps downloaded**
- 400,710 ad requests**
- 698,445 Google searches**
- 168 million+ emails sent**
- 217 new mobile web users**
- Effects**
- 2/3's CIOs shifting spend to cloud**
- Volume of data by 2020: 35 billion zettabytes**
- Ave. cost of a security breach: \$8.6M USD**

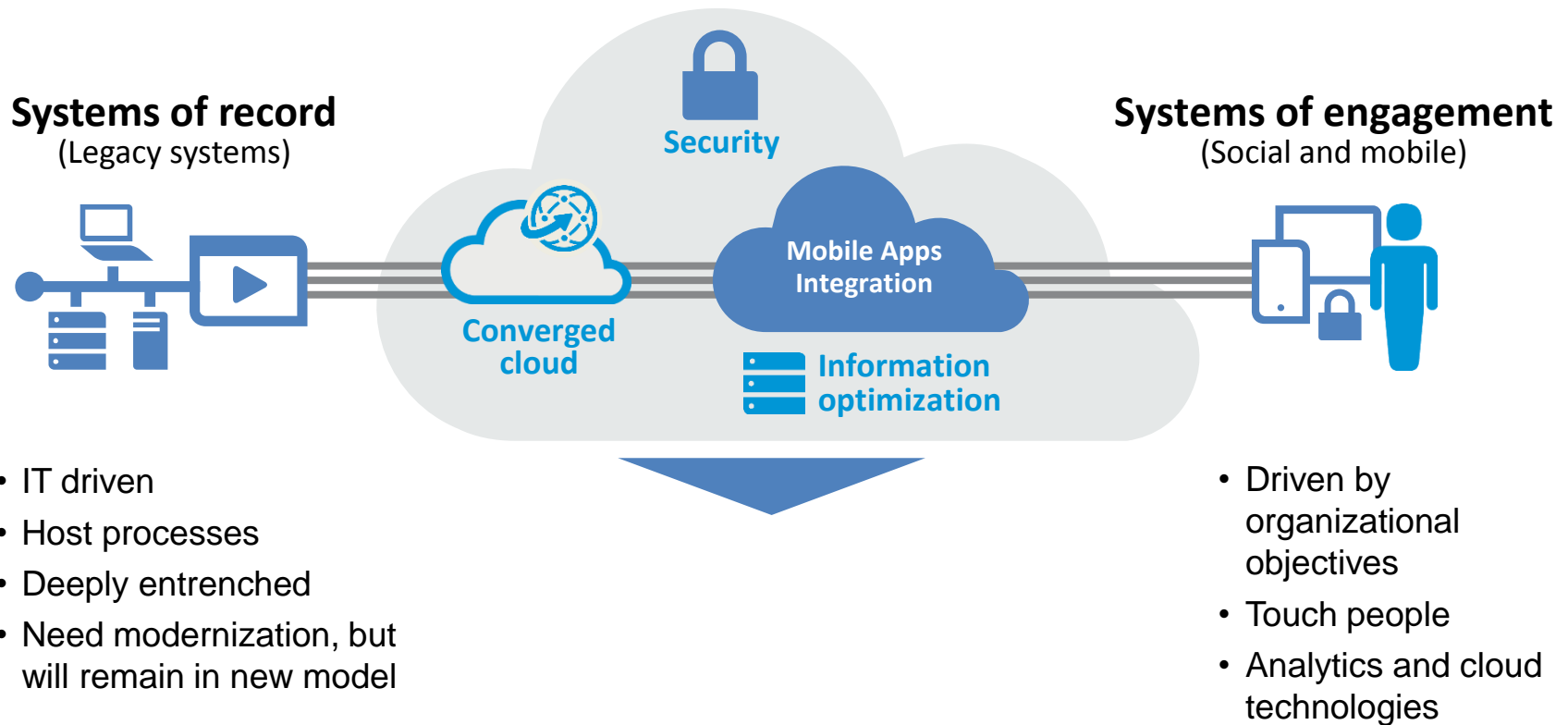
Organizations are part of a dynamic ecosystem

Demands and pace of change are increasing

- Everything and everyone's connected
- Anywhere, any time, any access
- Immersive experiences, unhindered commerce, instant gratification
- More market opportunities; more disruptive competition
- Business and IT strategies converging



A New Style of IT has emerged



Enterprises need to align to 6 megatrends

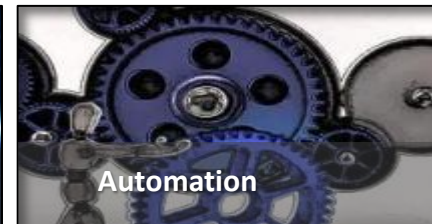
As expectations of the enterprise change ...



new models enable economical delivery of new experiences ...



that are context aware, seamless and secure.



Differentiating yourself through the New Style of IT

Drive critical business outcomes



Customer
experience



Citizen
engagement



Employee
empowerment



IT-enabled
transformation



Acquisitions,
divestitures

This “new style” can create business value

And what is IT's role in this desire for business outcomes?

How can IT:

- Support our growth strategy? How can we achieve business objectives faster?
- Provide better business processes?
- Help our enterprise control costs?
- Help us better interact with and understand the needs of our customers/citizens?
- Help my employees collaborate better and balance work/life?
- Protect our intellectual property?
- Help us if we acquire another company; how do we merge systems?



Becoming a 'high-velocity enterprise'.



Customers &
Citizens

- To Customers and Citizens

- Fast commercial transactions and responses to their requests
- Instant recognition and persistent loyalty in the user experience at device
- The speed of business matches their new digital lifestyle



Suppliers

Employees

- To Employees, Partners, and Suppliers

- Fast collaborations, both internal and external
- Fast access to expertise, and fast order-to-delivery-to-payment



Partners

- To Shareholders

- Fast introduction of new revenue, with scalable capacity
- Fast analytics on market demand and end user experience
- Increasing productivity of enterprise resources
- Deepening brand reputation on social media



Shareholders

Accelerating business agility & speed

Your Business

Business Objectives (CEO Level) >

Growth

- Enter new markets and defend current markets
- Introduce new transactions (revenue) quickly
- Improve transaction experience for users

Margin

- Reduce transaction costs / improve svc quality
- Improve pricing and customer loyalty
- Match operations model to business model

IT Priorities (CIO Level)

Growth

- Modernize apps; accelerate apps dev/test/deploy
- Auto-provision, scale on-demand, self-service
- Expand social/mobile/web svcs, reduce latency

Margin

- Optimize workloads to best delivery model
- Increase cloud delivery from strategic sources
- Manage a converged hybrid cloud architecture

Summary - implications on GRC



How do you identify
and address risk?



How do you balance
innovation and risk?



Innovation needs
investment for
investigation,
embedding and
sustainability

Questions?

Join the Discussion Online



#GRCSummitEU2014