The Future of IT

A future-ready IT function is at the heart of a future-ready enterprise

There is no longer business strategy and technology strategy. There is just strategy, and technology is driving it.

The opportunity for IT is to remove friction and enable a truly connected enterprise - aligning the front, middle and back office to become a customer-centric, digitally enabled business, engineered for profitable growth.

...but ambition and ability are not aligned

67% of CEOs say getting things done at speed is the new currency of business1

71% of CEOs say their company’s growth relies on its ability to challenge and disrupt business norms2

85% of companies expect to transform their primary business activity in the next 3 years3

70% of CIOs believe their digital strategy is only moderately effective or worse4

71% of CEOs say their company’s growth relies on its ability to challenge and disrupt business norms1

60% of CEOs say that acting with agility is the new currency of business5

85% of companies expect to transform their primary business activity in the next 3 years3

In response, the IT function must evolve

Six elements needed to deliver business value:

Key next steps to becoming a market speed organization:

• Secure leadership alignment on objectives and priorities
• Assess operating model readiness to deliver the promise of a connected enterprise
• Develop a holistic, integrated transformation plan. Be sure to include interdependent operating models such as procurement, finance, HR, sales and operations
• Put cultural change and a principles led approach at the center of the transformation

For more on the Future of IT, please visit kpmg.com/Future-IT

Sources:
1. KPMG CEO Outlook 2019
2. Harvey Nash / KPMG CIO Survey 2019

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