



ecosystem

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# ECOSYSTEM BYTES 5 IT Initiatives to Jumpstart Your Digital Business in 2022

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# The Expanding Role of the CIO

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As the leader of the tech team, CIOs are working through many different strategies and initiatives to drive new digital initiatives and improve existing ones. They are often pulled into new initiatives by business leaders and have to make hard decisions on how to support a business that is increasingly digitalised.

But there are five initiatives that all CIOs should have on their list for 2022 as they will deliver impactful results quickly and will make future investments more manageable and reliable.

**These three technology investments and two strategic initiatives will help your business make a fast start in 2022.**



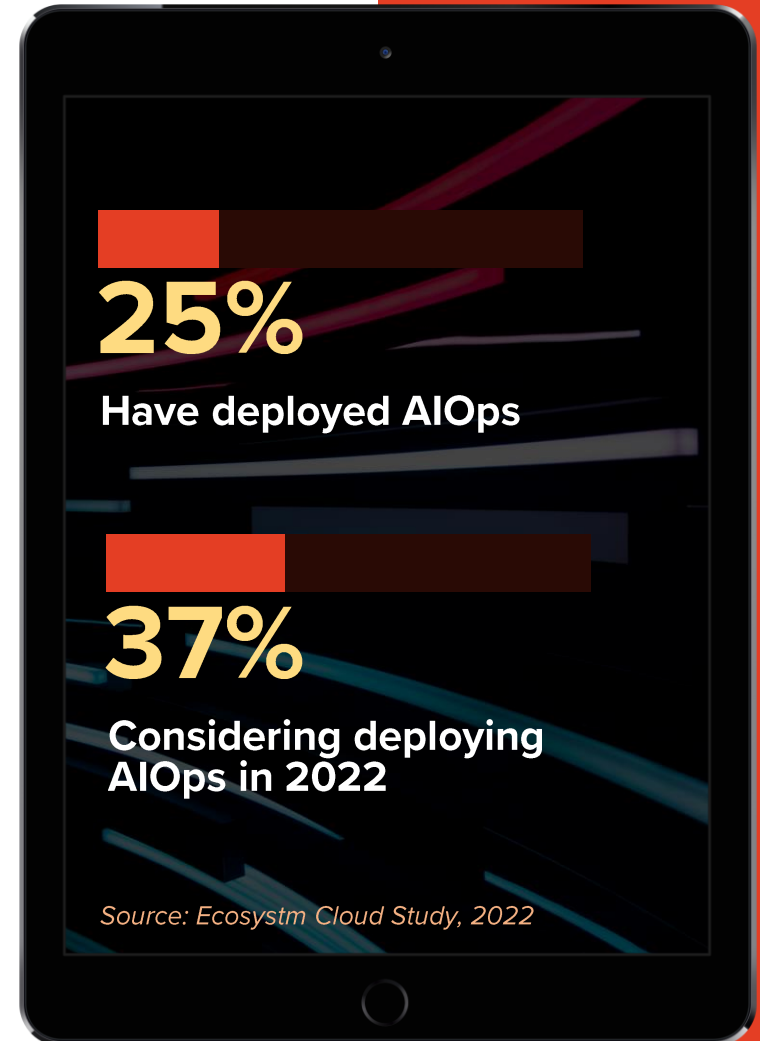


# #1 AIOps

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**Technology leaders find it hard to create a business case for spending more money on the operation of the IT infrastructure, applications and systems.**

However, AIOps business cases should be easy to build – the time that your tech team will save in root cause analysis, the ability to automate an increased proportion of fixes and the increased availability and resilience of digital systems will all help your business to not only save money on the operation of IT, but also reduce downtime and focus the IT Operations team on continual improvement (as opposed to firefighting!).





## #2 Hybrid Cloud Management

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**Even if your business is racing towards the public cloud, you will have some hybrid cloud services.**

Nearly everything you do on the edge (IoT, video analytics, real-time decision making, etc) will be outside of the public cloud. Being able to manage these environments easily will be key to their fast deployment and simple management. Even the hyperscalers are embracing hybrid cloud as they realise that businesses still need some systems on-premises, hosted, or on the edge. Your business will be hybrid – prepare for that outcome today.



**54%**

**Organisations  
Evaluating  
Hybrid Cloud**

*Source: Ecosystem Cloud  
Study, 2022*





# #3 Federated Data Management

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Because your infrastructure and applications will be hybrid, your data needs to be too. A single data warehouse or data lake is unrealistic. Start to manage your data where it lives. Real-time decisions are impossible if you are centralising data. Edge applications and many IoT solutions will need to make decisions at the edge. Customer service teams need real-time access to data from digital systems, such as websites and mobile apps. As your business federates and integrates with partners, so should your data.

**Data fabric architectures will help make the transition to federated data management easier and will ensure that your business makes the best decisions with the right data.**





# #4 Resolve Technical Debt

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2020 and 2021 saw businesses make a lot of short-term decisions; sometimes for their own survival, and often to take advantage of new opportunities or respond to emerging threats.

This debt is now hurting businesses as they struggle with increasing management and maintenance costs; disconnected, poorly integrated systems; and poorer productivity. IT can start to minimise future technical debt by getting on the front foot with technology buying decisions and leading the business thinking ahead – not responding after the decision has been made.

**As organisations look to move onto the front foot in 2022, CIOs need to resolve this technical debt, improve architectures and increase agility.**





# #5 Improve Talent Recruitment and Employee Retention

**2022 is supposed to be the year of “the great resignation” and IT teams won’t be spared this pain.**

After many years of being a judge for the CIO awards, I find that the single biggest challenge of the hundreds of applications is people management and retention. Project failures, under-performance and budget blowouts can often be traced back to team and individual challenges. CIOs need to develop and put in place retention management strategies now. They need to work with their recruiter peers and partners to develop a pipeline of senior and junior additions to the team – and to understand project risks that resignations might pose.



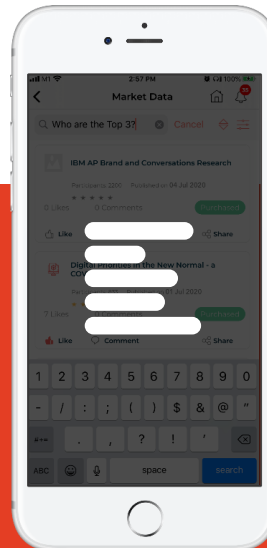
# Ecosystem Opinion



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2022 will be another busy year for CIOs and their teams as businesses further increase their digital services and capabilities. Get on the front foot by investing in these five technologies and strategies. They will help the tech team drive resilient, easy to manage and agile platforms and applications. And these, in turn, will allow the business to innovate at the speed of the customer.



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