



iQ MANAGEMENT

Transformation Leadership Event
The Agile Corporation
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TELUS Spark Science Center

The technology leadership role in Transformation

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The technology leadership role in transformation

Agenda

- Have you experienced this?
- What should the IT priorities be?
- How do you do this?
- Summary – what do organizations (not just IT) of the future need?
- Final thoughts.....

Have you experienced this?

- **From a Business perspective**
 - IT talks too much jargon
 - Projects are over budget and late
 - Your help desk does not help
 - IT does not understand our business or our priorities
- **From an IT perspective**
 - They just don't understand how complex things are....
 - The business does not have the time to participate in my project

Is there time for this during times of major change and transformation?

What should the IT priorities be?

- **Understand your organization's business and priorities**
 - How do they win in their market? What is critical to the execution of the strategy?
- Understand the **most important processes and critical information** for decision making – understand the **cross-functional organization**
- **Embrace your multi-generational/multi-cultural workforce**
- **Understand technology and how it can enable your business**
 - Develop an IT strategy
 - What do you need to do inside? What can you outsource?
 - How does IT contribute to delivery of the corporate strategy? What is their role?
- Focus on **agility – respond and deliver quickly**
- **Build a culture of trust**
- **Attract and retain the best talent**
- **Communicate and simply describe technology risks and challenges**
- **Adaptability – embrace change**

How do you do this?

- **Determine the best model for IT in your organization** – one size does not fit all
 - Integrate business skills into IT and IT skills into the business
 - Decide what needs to be inside vs. outside
- **Determine what **skills (competency and capability) you will need inside?****
- **Understanding the business**
- **Strong influencing, communication and relationship building skills**
- **Excellent leadership skills**
- **Architecture skills** – understanding IT trends and technologies, setting the **standards for how IT is delivered**
- **Process skills** – understanding **key business processes and information requirements**
- **Excellent problem solving skills**
- **Strong team players with partnering skills**
- **Strong PMO oversight skills**
- **Strong listening skills**
- **Attract and retain the best talent : multi-cultural, multi-generational workforce with loads of energy and enthusiasm**
- **Be adaptable, embrace change**

Summary - What do organizations (not just IT) of the future need?

- **Clear vision and strategy**
- **Excellent leadership – particularly during times of major change**
- **A culture of trust**
- Work towards a **common goal and teamwork**
- **Ability to attract and retain the best talent**
- **Clarity of accountabilities** (who does what)
- Good **understanding of cross-functional processes**
- **Adaptability and resilience** to constant change
- **Operational/project excellence and execution** (things go wrong – how do you fix quickly)
- Strong **performance management** – monitor and measure
- **A multicultural/multi-generational workforce**
- **AGILITY** - Never sit still

Final Thoughts....A few things to remember during times of constant change.....

- It is not the strongest of species that survives; nor the most intelligent that survives. It is the one that is the most adaptable to change.

(Charles Darwin)

- A pessimist sees the difficulties in every opportunity; and optimist sees the opportunity in every difficulty.

(Winston Churchill)

- The pessimist complains about the wind, the optimist expects it to change, the realist adjusts the sails.

(William Ward)

- Running water never sits still.

(Bruce Lee)