



Lenovo

Lenovo's Global Study of CIOs

A global pandemic triggered a seismic shift in the way we work, and digital transformation and innovation accelerated at an unprecedented rate. Coupled with a more sophisticated security threat landscape, the role of the CIO has dramatically evolved and expanded over the last two years alone.

CIOs believe their roles have increased in influence.

If business were an orchestra, the CIO would be the conductor of information technology, operation, and executive strategy, ensuring harmonies among the various sources of intelligence, aligning and integrating business objectives and resources in pursuit of growth and new opportunities. The CIO is increasingly evolving into a more complex role, tackling obstacles that come with expanding digital capabilities, making activities like data protection and collection require more dynamic strategies.



The modern CIOs are the ‘mission control’ for their organizations, a role that has transformed drastically in just the span of the past 24 months. From navigating complex tech ecosystems to keep up with the speed of digital transformation, to upskilling employees and managing a global shortage of IT talent, today’s CIO is responsible for the entire technology value chain and beyond. Lenovo’s research demonstrates CIOs are up for the challenge. And they are looking to partner with their vendors to bring their organizations along and succeed.



Ken Wong,
President, Lenovo Solutions
and Services Group



More than **77%**



of CIOs say they have **more impact on their company’s overall fortunes** than other C-Suite positions.

88%



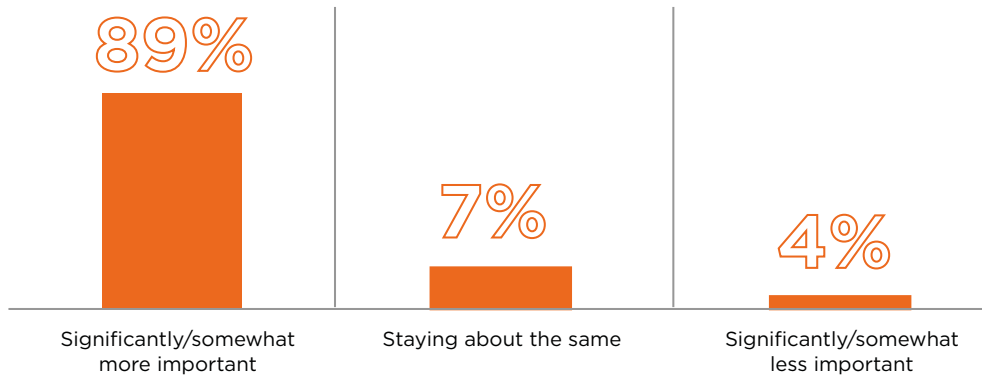
agree that “**my role as CIO is the most critical component** of my company or organization’s continued operation.”

Over half (**52%**)



make major technology investments based on their vision of the company compared to the organization’s overall vision.

“In your opinion, do you feel that the role of CIOs in companies and organizations today is becoming **more or less important** compared to two years ago?”



CIOs support corporate goals by directing the use of information technology, have knowledge of both technology and business processes, and have a multi-functional concept that often makes them the best candidates to closely align an organization’s technology deployment strategy with its business strategy.



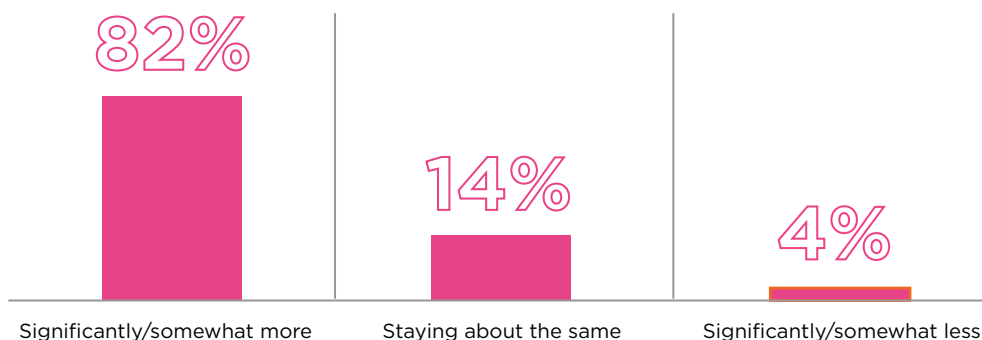
CIO, Singapore, Technology, \$500 Million-\$1 Billion

Their landscape is becoming increasingly challenging.

Almost all CIOs surveyed said their role has become more challenging compared to two years ago. The sudden urgent need for remote digital experiences due to COVID-19 has greatly challenged their model.



“In your opinion, do you feel that overall, the role of CIOs in companies and organizations today is becoming **more or less challenging** compared to two years ago?”



CIOs find it most difficult to solve challenges related to:



Data privacy/security **66%**



Cybersecurity/ransomware **66%**



Keeping up with technological change **65%**



Managing fragmented IT vendor ecosystems **61%**



Adopting/deploying new technology **60%**

CIOs are making decisions that go far beyond technology.

CIOs are tasked with recalibrating business transformation efforts, shoring up security systems, and introducing the sudden deployment of new tools. They are adaptively redesigning digital experiences while asserting the importance of IT to the organization's profitability.

92% of CIOs agree that "the role of the CIO has changed". CIOs are now asked to make business decisions that go far beyond technology.

Non-traditional areas that CIOs are making decisions in include:



Data analytics and business reporting **56%**



Sustainability/ESG **45%**



DE&I **42%**




HR/talent acquisition **39%**



Sales/marketing **32%**



In digital transformation, CIOs need to face the core business and build or enhance his influence across the enterprise. The most effective way [to do this] is to stand out and participate directly in product development, and closely link the contribution of IT to the company's profitability. 


CIO, China, Finance, \$1-10 Billion

The value of technology vendors is increasing.

CIOs specify that their company's goals and objectives are best addressed through the agility and reliability of technology vendors. They want to see this demonstrated through custom, up-to-date, cost-effective solutions for their specific business, simplifying their processes and optimizing their IT security.

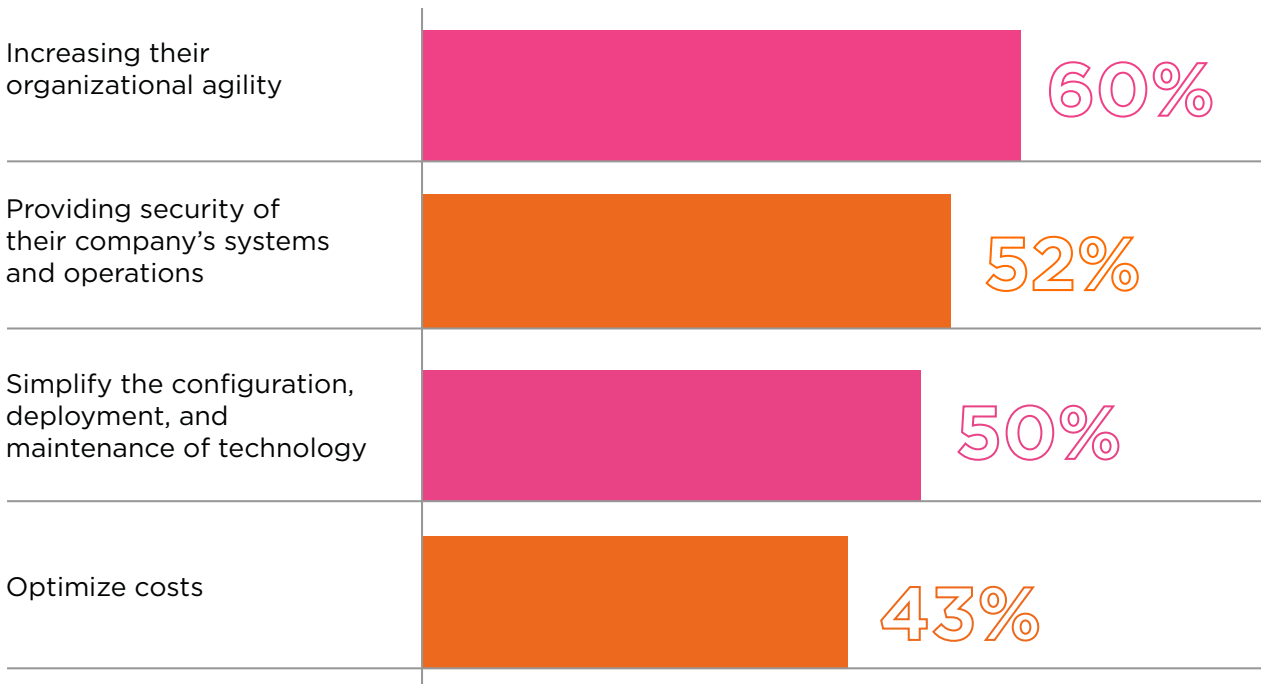
Nearly all CIOs (92%) view their technology vendors as the most important or very important in helping their business continue to operate effectively.




In this complex technological environment, CIOs want to innovate, not manage IT. As our research highlights, CIOs depend more than ever on their technology vendors to do the basic well – namely, increase organizational agility, simplify configuration, and optimize costs. The opportunities for technology to add real business value – right across the enterprise – are immense. 

Ken Wong,
President, Lenovo Solutions and Services Group

Looking ahead, CIOs expect to turn to their vendors to help them solve myriad problems in the next five years, including:



Technology vendors will help us achieve our ESG goals, simplify compliance processes, and reduce costs. 

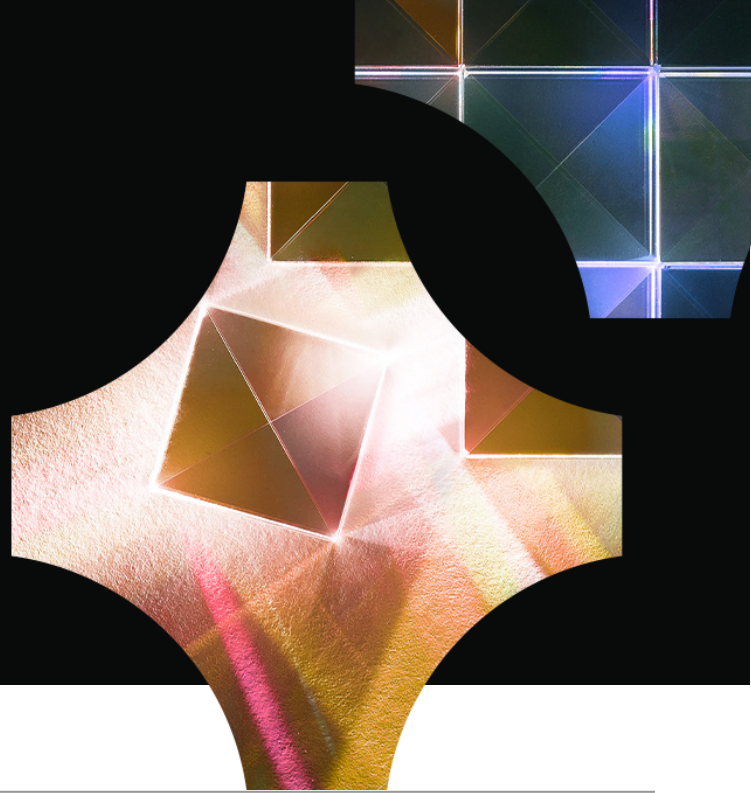
CIO, China, Healthcare, \$500 million - \$1 Billion

Tech stacks have much room for improvement.

Today, technology is the nervous system that connects corporate strategy, finance, innovation, operations, and talents. With IT enmeshed in every facet of a business, almost all CIOs say it is extremely or very important that their organizations have the right technology to ensure success.



In the last two years, technology played a critical role in accelerating and growing top-line revenue across businesses by offering lifelines during lockdown periods. Through automated processes, CIOs could allocate efforts and resources more efficiently. On top of this, CIOs say the abilities of data analytics allowed them to expedite informed decision-making, saving time and money.



	<p>61% say their business would feel an impact in no more than a few weeks if they halted spending on digital transformation initiatives.</p>
	<p>Given a chance to reboot from scratch, most CIOs (57%) say they would replace half or more of their company's current technology.</p>
	<p>Nearly 25% say they would replace most or all of their company's current technology.</p>
	<p>92% of CIOs would definitely or probably consider adding new as-a-Service offerings over the next two years as a result of a changing business model.</p>



Digital solutions provide new, reliable streams of revenue. These really came to the fore during lockdown.



CIO, UK, Retail, \$1 billion - \$10 billion

About the study.

Fieldwork for this study was conducted via a quantitative survey from December 6, 2021, to December 21, 2021, among a total of 525 global CIOs. The survey sample comprised a near equal number of respondents from each market: Brazil, China, Japan, Singapore, the United Kingdom, and the United States. Respondents included CIOs of companies and organizations with at least 250 employees.

