

“The State of IT”

Board panel discussion on February 16, 2011



1. Describe the “day in the life” of the CIO? (*good starter question for the attending students*)
2. Has the role of the CIO changed in the last five years? How will it change in the next five years?
3. What does it mean for IT to be “agile” today? In the next 5 years?
4. What are some major projects on the radar? Their challenges? Who’s driving them? How are they measured?
5. Who is driving customer service decisions – the customers, business, or IT? What challenges were encountered in developing customer service solutions?
6. How is IT investment being justified in the short-term vs. long-term? How is it being prioritized?
7. How are IT projects benefiting business innovation and productivity?
8. How does open standards and proprietary solutions affect IT department and stakeholders?
9. What are the needed skills and technologies for 2011?
10. Do you see IT coming out of the “Great Recession” and when?
11. Does your IT and/or company outsource? If yes, which area(s) have shown the most effectiveness? What are some of the challenges and rewards?
12. How is social networking impacting IT in your organization?
13. Does your IT department use any “green technology” or processes? If yes, what are they and their benefits and challenges?
14. What do you consider as the top priority for your department?