

The Evolution of IT

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Technology is foundational for most, if not all, industries.

Tremendous rate of innovation and disruptive technologies <u>require</u> continuous evolution to ways of working.

Harnessing innovation is a joint responsibility between IT and the business.



Technology's impact on the Business

Enables	Enhances	Drives	Is the business
Efficiency To standardize and optimize IT processes	Digitization To improve business processes, operations, and customer experiences	Growth To develop new business models, new revenue streams	Tech Business To deliver technology products and services at scale
Enterprise IT	CX Tech	Operating Tech	Product Tech
Infra & opsAppDevSecOps	eCommerceDigital MarketingCustomer Analytics	Factory TechManufacturingEngineering	Software products and platformsAnalytics ServicesMobile Apps
	Enterprise Systems, Networks, Infra	astructure, Shared Capabilities, APIs, Plat	forms
	C	Sybersecurity	
	D	ata, Analytics	
		Innovation	



Evolving Tech Leadership

Align the organization on technology's role in business strategy.

Foster co-leadership of tech...its not just IT's responsibility.

Enable co-delivery of tech across organizational siloes with fusion teams, cross-cutting experts, platforms and outcome-driven metrics.



Illustrative AI-Journey

	IT-led tech push	Business-led tech pull	Industry disruption
Description	Al investment is led by IT, focused on exploring initial Al capabilities.	Al interest proliferates enterprisewide, requiring new governance, training and prioritization efforts to get value.	Al drives industry reinvention, prompting executives to rethink business models and delivery of products and services.
Key Stakeholder	IT	Business areas	Executive leadership
Key question	Does AI really work?	Where should we use AI? What's the ROI of AI?	How will AI change our business model?



Key Considerations

How will AI impact our customer base? Our workforce?

How will AI affect our value proposition and brand?

What core business capabilities will remain or change because of AI?

How will AI transform existing workflows and value streams that support business capabilities?

Which decisions can be made by AI? What guardrails do we need for ethical AI use?

How does Al impact our workforce strategy? What technology or ecosystem partnerships do we need?



Incremental Approach to AI adoption

Crawl



- Use of standard GenAl tools
- Focus on operational efficiencies
- Enables users by increasing usage, take-up, upskilling

Walk



- Expand and build on knowledge
- Explore use cases
- PoC, PoT of new GenAI tools
- Start to think about bigger picture

Run



- Al standard part of solution and delivery
- Advanced knowledge and usage
- Evolving ways of working
- What's next?



Thank you

Any questions?

