

How to get a seat at the table

What it takes to be a successful CIO

Prerequisite knowledge

- Technological knowledge
 - Broad knowledge
 - Respected by subordinates for understanding
 - Evolutionary
 - Agnostic
- Business knowledge
 - Reading financial statements
 - Difference between budget and reality
 - Know enough law to be able to understand contracts
- Knowledge of the business
 - Processes/policies
 - Mission

Skills needed

- Communication
 - Listening
 - Accurate
 - Timely
 - Complete
 - Actionable
 - Dress
 - **USE THEIR LANGUAGE!**
- Delivery
 - What was approved
 - When it was scheduled
 - Within budget

Administrative Practices

- Planning
 - What do you plan to do? When? Why?
 - Replacement cycles
 - NO SURPRISES! (or at least minimize them)
- Budgeting
 - Realistic
 - Complete
 - Leave margin
 - Develop your employees

Policy

- Policy Development
 - Do you have policies?
 - Do you follow them?
 - How much decision-making does not follow policy?

Education

- Have appropriate education personally
- Know Theology
- Educate administrators
- Educate other users

Attitude

- Service
- Can't know everything
- Ethics
- Mission comes first



Add Value

- Don't talk too much
- Don't promise too much
- Show how technology helps meet mission