



# 2016 CIO Survey Summary

## Executive Collaboration for Strategic IT

AGA Baltimore Chapter

November 16, 2016

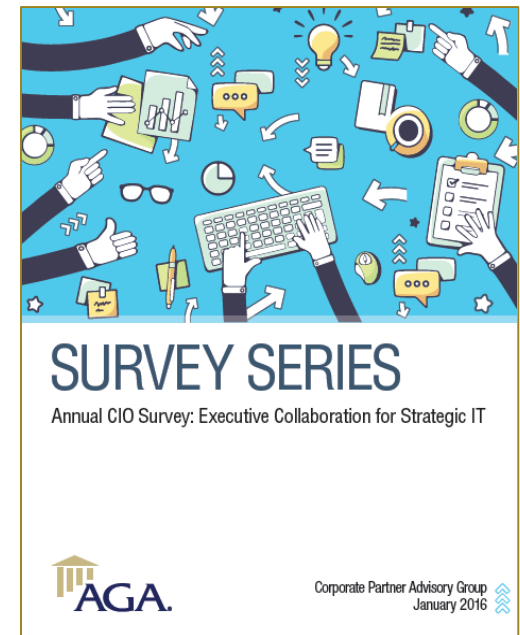
# AGA Survey History

- Started surveying Federal executives in 1990
- Current surveys include: CIO, CFO, IG
- CIO Survey began in 2014



# About the CIO Survey

- AGA and Accenture Federal Services partnered to interview senior officials across a variety of federal agencies:
  - CIOs, Deputy CIOs, CFOs, Deputy CFOs, and procurement leaders
- Applied three sets of open-ended questions:
  - C-suite collaboration
  - Acquisition reform
  - Emerging technologies
- In addition, applied one set of binary response questions (Agree/Disagree)



# Themes Among Participating Agencies

- FITARA formalizes many existing collaboration techniques, as Agency leaders already collaborate to set the IT agenda with input from the program, IT, finance, and acquisition functions
- Although executives regularly collaborate, greater efficiencies are realized when communication is frequent and culminates in a formal strategic plan with executive sponsorship

# Themes Among Participating Agencies

- It is difficult to apply quantitative rigor throughout the IT investment lifecycle – from investment consideration, to development, and deployment
- Both the IT and Acquisition functions face challenges in obtaining and retaining talent, leading to inefficiencies across the board
- Although agencies are still consolidating data centers and moving to shared service providers, they now increasingly look to digital technologies (e.g., cloud, mobility) and cybersecurity to improve availability and integrity of information

# FITARA

Enacted 12/19/14, first major overhaul of Federal information technology (\$90B) in almost 20 years, since Clinger-Cohen Act in 1996. Seven key objectives:

- CIO Authority Enhancements
- Enhanced Transparency & Improved Risk Management in IT Investments
- IT Portfolio Review
- Expansion of Training and Use of IT Cadres
- Federal Data Center Consolidation Initiative
- Maximizing the Benefit of the Federal Strategic Sourcing
- Government-wide Software Purchasing Program

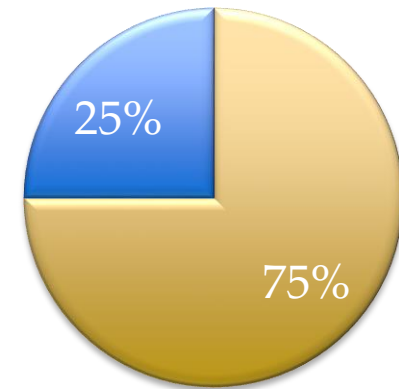
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# Agree/Disagree Question

- Agencies should have at least one emerging technology in their long-term IT strategy.

# Response

- Agencies should have at least one emerging technology in their long-term IT strategy.



■ Agree ■ Disagree

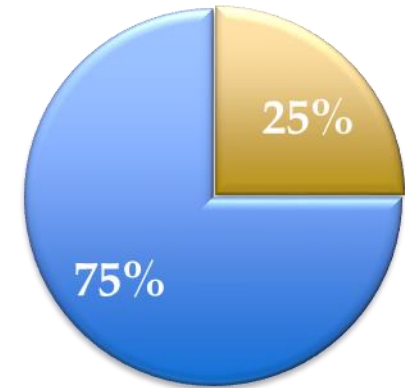


# Agree/Disagree Question

- When deciding to implement an emerging technology, budget is a more significant consideration than procurement or change management challenges.

# Response

- When deciding to implement an emerging technology, budget is a more significant consideration than procurement or change management challenges.



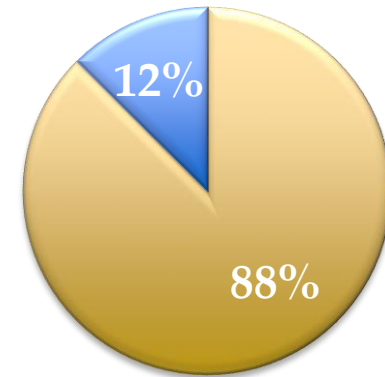
■ Agree ■ Disagree

# Agree/Disagree Question

- My agency recognizes that FITARA provides the CIO with greater authority to make necessary changes to failing IT projects.

# Response

- My agency recognizes that FITARA provides the CIO with greater authority to make necessary changes to failing IT projects.



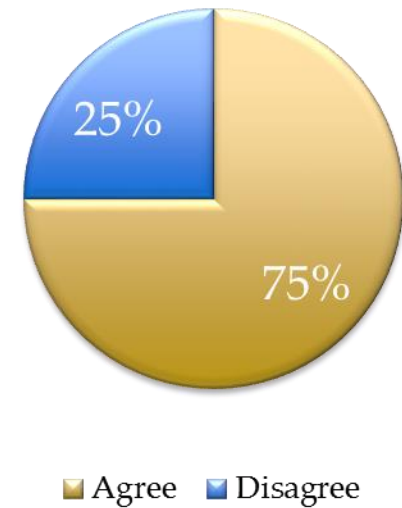
■ Agree ■ Disagree

# Agree/Disagree Question

- FITARA and other acquisition reforms will improve the procurement process and allow agencies to realize cost savings in the future.

# Response

- FITARA and other acquisition reforms will improve the procurement process and allow agencies to realize cost savings in the future.

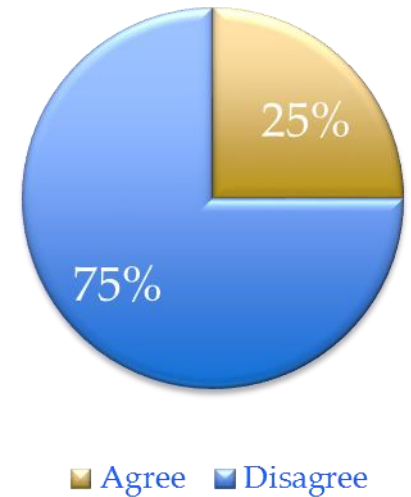


# Agree/Disagree Question

- There will be little resistance to make changes in agency governance structures to incorporate the authorities provided to the CIO regarding IT projects and IT budgets.

# Response

- There will be little resistance to make changes in agency governance structures to incorporate the authorities provided to the CIO regarding IT projects and IT budgets.



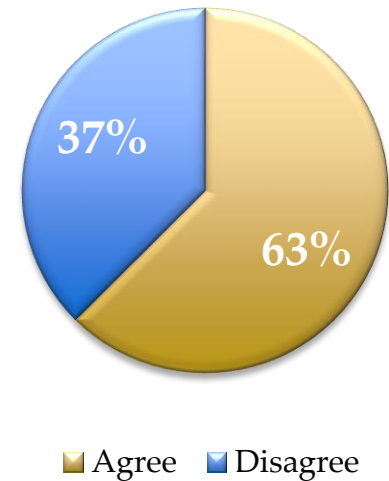


# Agree/Disagree Question

- It is a significant challenge for the CIO to communicate the cost savings of successful IT investments.

# Response

- It is a significant challenge for the CIO to communicate the cost savings of successful IT investments.



# Trends in Federal IT Investment



At the end of the day, it's about balance. We can't have IT that is too new because it is not yet proven. At the same time, we can't maintain insufficient legacy systems either. It's a mix of experience and expertise.

# Lessons Learned

- Top areas of IT spend:
  - O&M of legacy applications & infrastructure
  - Development & modernization
  - Cybersecurity
- Better mechanisms are needed to track IT spend
- Effective CxO collaboration & communication means meeting weekly or monthly
- FITARA is the start of a journey, not the destination
- IT & finance should work together to enhance IT, while meeting financial targets
- Agency cultures are shifting to data sharing and ensuring goal alignment across all mission support areas
- IT is no longer just an administrative support activity – it's now a core function of the business