



# 5 CIO priorities

## to stay resilient in the face of change

In 2022, CIOs will play a key role in expanding the company's digital footprint. While facing a lot of change, they will need to be resilient, and stay data-driven, while focusing on automation and delivering digital products and services to help drive business. CIOs will also see cloud, DevOps, and SRE technology teams collaborating to deliver products. Here are the top five priorities that should help every CIO succeed in 2022.

# 1

### Keep a growth mindset

According to [Deloitte's CIO Research](#), a kinetic leader is always reinventing, looking to enable innovation, and use technology to drive transformation. It's even more critical to maintain a growth mindset that will help create value in difficult times—whether using technology or making organizational changes to deliver new business or positive outcomes.

# 2

### Just automate

Automation is an opportunity to gain speed, improve efficiency, and deliver great experiences. CIOs can start by addressing simple use cases such as password resets, web conferencing delays, VPN issues, account provisioning, DevOps change management, remote desktop failures, and certificate expirations. Beyond the basics, it's wise to use chatbots to automate up to 20% of the workload from top user requests. Resolving issues with chatbots can create a zero-incident culture.

# 3

### Become predictive

IT teams get many human and machine-generated data through many channels, including support tickets, cases, changes, emails, events, metrics, and logs. Building a predictive muscle requires intelligent tools that cut down analysis time and get right to the resolution. IT teams start to predict issues hours and even sometimes a day before they happen, eliminating service failures by using machine learning and AI with AIOps-driven workflow. The move from simple data collection to an intelligent platform enables teams to consolidate, analyze, and take action.

# 4

### Think business, think digital

Empower the business to move fast—whether that's bringing a new product to market or streamlining processes to improve employee productivity. For instance, if the business wants to increase sales, the IT organization should provide always-on services and tools to accelerate that outcome. In recent years, many enterprises accelerated their cloud journey to scale with agility to digital demands, doing well during challenging business circumstances. With the explosion of digital infrastructure, CIOs must pay more attention to cybersecurity and operational risk. The best way to manage risk is through automated workflows that eliminate manual processes and human errors.

# 5

### Empower teams

CIOs can't live in a silo. To stay resilient, equip DevOps, security, risk, compliance, and line-of-business functions with efficient tools and processes. For instance, automating changes across the CI/CD pipeline speeds up deployment. Likewise, CIOs can enable autonomous DevOps and SRE teams to work rapidly without slowing them down with laborious processes. It's also critical to facilitate data sharing on a single platform for security, risk, and compliance teams to effectively and accurately combat vulnerabilities. CIOs should give HR and customer operations teams self-service options to keep their activities going 24/7.

## Three ways the ServiceNow Platform helps CIOs achieve 2022 priorities



### Provides digital workflow

Make digital transformation happen in months vs. years with the ServiceNow Platform by eliminating legacy, siloed, and redundant tools. To become the change agent for digital transformation, build your plan centered on automation, data intelligence, predictability, resilience, and innovation. Workflow automation is helping companies increase IT productivity and improve customer experiences.



### Enables AI-driven operations

With a massive amount of data from people and systems, AI-driven operations provide the best chances for success. With ServiceNow, technology teams can reduce observable data noise by more than 90%, enabling them to focus on the relevant insights to predict and prevent issues. Use machine learning and AI-based workflows like AIOps to empower your teams to get ahead of incidents. ServiceNow customers are seeing an improvement of up to 50% in IT issue resolution times.



### Encourages collaboration

The ServiceNow platform enables teams to accelerate innovation with a common data model. For instance, autonomous DevOps teams can automate change management in minutes to accelerate deployment frequency. With ServiceNow, you can manage distributed teams that work on hundreds of microservices in cloud-native environments while ensuring services stay up and running. You can also share data with security, risk, and compliance teams to combat threats by giving them visibility into infrastructure, projects, and demands. And finally, you can engage IT professionals with projects that drive innovation, which helps to recruit top talent while also nurturing the current staffers to become future leaders within the organization.

Get more insight for CIOs in our white paper, **"3 steps to digital-first business growth: modernize, automate, and optimize technology service operations"**