



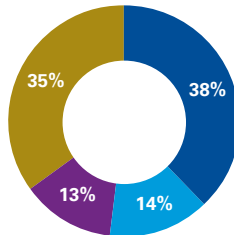
# The future-ready digital leader

## Harvey Nash/KPMG CIO Survey 2019 results

**On September 18, 2019, KPMG LLP held a webcast titled *The future-ready digital leader*.**

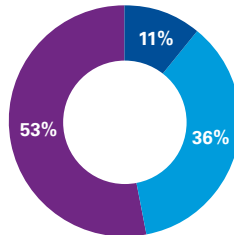
This [webcast](#) featured a discussion on the Harvey Nash/KPMG CIO Survey 2019 results and how digital leaders are distinguishing themselves from the pack. The discussion was led by KPMG’s CIO Advisory Principal, Steve Bates, and Harvey Nash’s Chief Digital Technology Officer and President, Technology Solutions, Anna Frazzetto. Throughout the webcast, more than 370 IT leaders were polled on their views. These are the results of the polling questions.

**How are digital leaders in your organization primarily addressing technology disruption/change?**



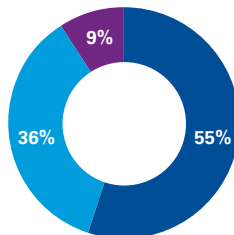
- We are applying new technologies to enable us to keep pace with market demands
- We are using technology to help defend against digital disruption/competitive threats
- We are using technology to build client trust
- We are using technology to help deliver tangible business results.

- We are spending less on technology
- We are spending about the same year over year
- Our budget for technology is increasing and will continue to do so.



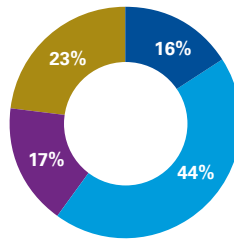
**Which of these best describes your organization's total technology spend this year vs. past years?**

**What is your organization's approach to Business Managed IT?**



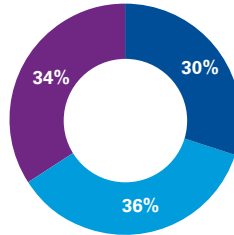
- It is encouraged
- Allowed but not encouraged
- Not allowed.

**How will new technologies impact your workforce in the next three years?**



- Robots/intelligent automation will be a major workforce disruptor, replacing or augmenting large portions of the workforce
- The technology workforce will become a dynamic ecosystem of retained talent, partners, contractors, gig economy, and virtual roles.
- Outsourcing/co-sourcing will be the major business model for central IT.
- Anticipate only incremental or minimal change.

- We must rethink the nature of work to attract/retain the right workforce for future success
- We must put our customer at the center of all that we do to secure our mutual long-term success
- We must reimagine our IT operating model to ensure real value for our clients and our enterprise



**As a digital leader who thinks differently, which one of these considerations is most important for the success of your organization in the near term?**

## Contact



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Explore the key results from [Harvey Nash/KPMG CIO Survey 2019](#).

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