



5 CIO Priorities

to stay resilient in the face of change.

In 2021, 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, while staying data-driven, focus on automation and create a culture that delivers business outcomes. Here are the top five priorities that should help every CIO succeed in 2021.

1

Keep a growth mindset

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

2

Just automate

Automation is an opportunity to gain speed, improve efficiency, and deliver great experiences. 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, utilize chatbots to automate up to 20% of your workload from top user requests. Or eliminate incidents by resolving issues over chatbots.

3

Become predictive

IT teams get many human and machine-generated data such as tickets, cases, changes, emails, events, metrics, and logs. Building a predictive muscle requires intelligent tools that cut down analysis time but get right to the action. IT teams start to predict issues hours and sometimes a day before, causing service failures using machine learning and AI capabilities with AIOps-driven workflow. Move from being a data collector to an intelligent platform that enables your teams to consolidate, analyze, and take action (Understand, Reason and Act).

4

Think business, think digital

Enable business to move fast. Whether that's bringing a new product to market or improving employee productivity by making processes efficient, flawless, and fast. For instance, if the business wants to improve sales, IT should provide always-on services and tools to accelerate that outcome. In recent times, many organizations accelerated their cloud journey to become scalable and agile to digital demands and did well during difficult situations. With digital exploding, pay attention to cybersecurity and operational risk. The best way to manage risks is via automated workflows that remove manual processes and mistakes.

5

Empower teams

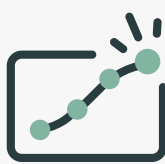
CIOs can't live in a silo. To stay resilient, empower DevOps, security, risk, compliance, and line-of-business with the tools and processes that are seamless and efficient. For instance, automating changes across the CI/CD pipeline speeds up deployment. Enable data sharing on a single platform for security, risk, and compliance teams to combat vulnerabilities. Give HR and customer operations teams self-service options to keep their work going 24/7.

Three ways the ServiceNow Platform helps CIOs achieve 2021 priorities



Embrace digital workflow

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



Build AI-driven operations

With a massive amount of data from people and systems, AI-driven operations are the only way to succeed. With ServiceNow, IT teams reduce observable data noise by over 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 the problem. For instance, customers are seeing up to 50% improvement in resolution times by using ServiceNow.



Become a collaboration instigator

ServiceNow platform enables teams to accelerate innovation with a common data model. For instance, DevOps teams can automate change management in minutes to accelerate deployment frequency. Manage distributed teams that work in the cloud-native environments working on hundreds of microservices while keeping service uptime. Share data with Security, Risk, and Compliance teams to combat threats by giving them visibility into infrastructure, projects, and demands.

For more information, get the [Now on Now Book of Knowledge](#).