

The Global CIO Point of View

The New Agenda for Transformative Leadership: Reimagine Business for Machine Learning



Machine Learning is Changing the Enterprise

Machine learning has arrived in the enterprise, and companies are eager to reap the competitive benefits the technology can provide. From automating processes that enable faster business operations to applying algorithms to improve accuracy, Chief Information Officers (CIOs) are adapting the technology for a wide variety of uses—and transforming the way we work.

To investigate the rise of machine learning, we worked with Oxford Economics to conduct a survey of 500 CIOs in 11 countries on three continents and across 25 industries, alongside in-depth interviews with leaders in the field. We found that CIOs are increasing their investment in machine learning, but must overcome several barriers to achieve their productivity, revenue, and innovation goals. Unless CIOs turn their attention to updating not just technology, but talent and business processes, the full value of machine learning cannot be realized.

Decision Automation Will Drive Efficiency and Growth

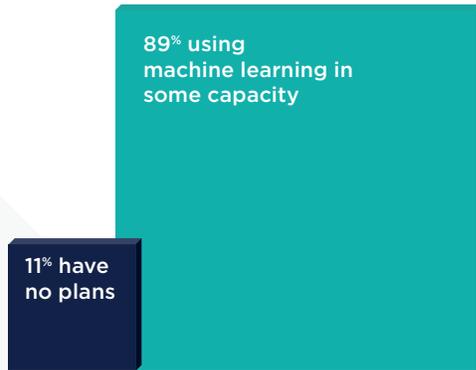
Percent of CIOs who expect substantial value from decision automation in the following areas.



Among Our Findings

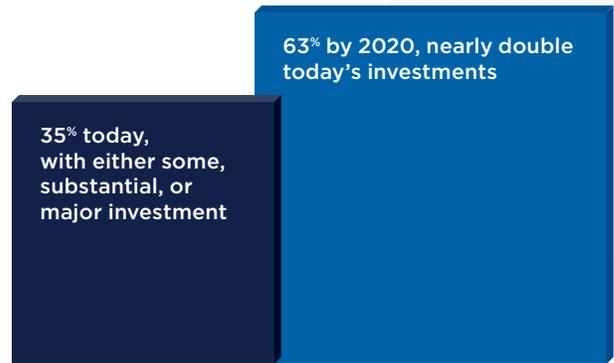
Nearly 90% of CIOs are Using or Planning to Use Machine Learning

Which best describes your organization's use of machine learning?



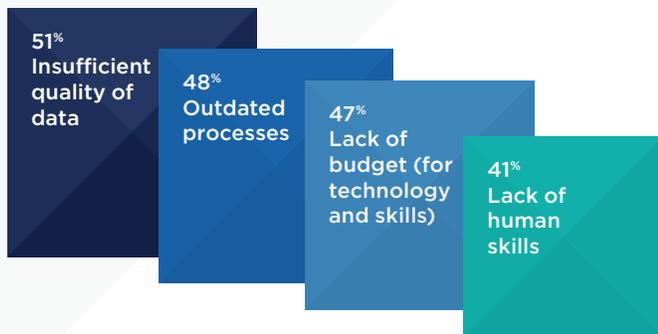
Investment in Machine Learning will Increase Sharply over 3 Years

To what extent are you investing in machine learning, today and in three years?



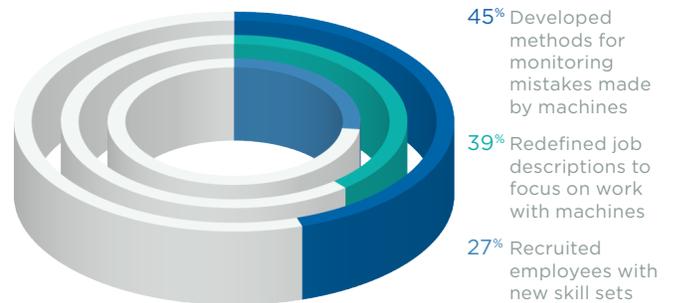
Process and People Challenges Limiting Adoption

To what extent do the following factors interfere with the adoption and maturation of automated decisions at your organization?



CIOs are Beginning the Necessary Organizational Changes

Which changes, if any, has your organization made?



First Movers Pave the Way

Others (light blue) | First Movers (dark blue)

