

From the Basement to the Boardroom: Moving on Up!



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If Public Service is Noble...

YOU'VE GOT TO CURE MY SNORING, DOC! - I'M AFRAID I'LL LOSE MY JOB WITH THE GOVERNMENT!



I'M FROM THE GOVERNMENT, I'M HERE TO HELP



Then What About IT?



Transitioning to the CIO Role

BEING AN CIO IS MOSTLY JUST GOOGLING HOW TO DO STUFF & FEELING TIRED ALL THE TIME.



Truth #1: You Aren't Prepared



And Now....

I see CRAZY people



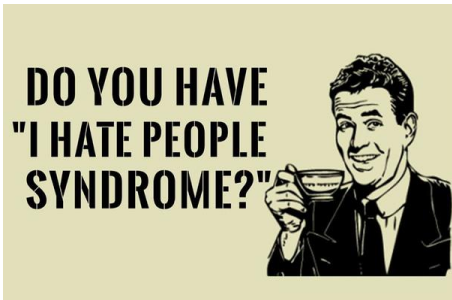
And Get Paid For it!



Tip #1: Get Professional Help



Takeaway #1: Managing People Is Hard



Truth #2: Your Customers Control Your Destiny



End Users Pay No Attention to the (Wo)Man Behind the Curtain



IT Staff Pay No Attention to the (Wo)Man In Front of the Curtain



And This is You...



Tip #2: Learn to Walk the CIO Way



Step 1: Establish & Maintain Relationships

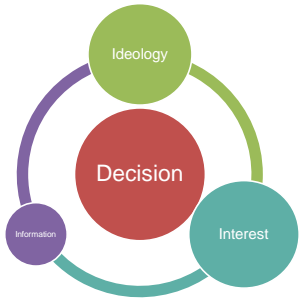


All Relationships are Work

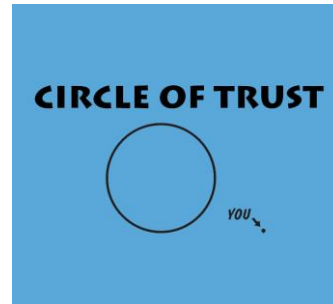
1. Time is love
2. Listen intently
3. Know the person
4. Know their business
5. Educate yourself on both



The "I's" of Decision Making



Step 2: Earn (and Keep) Trust

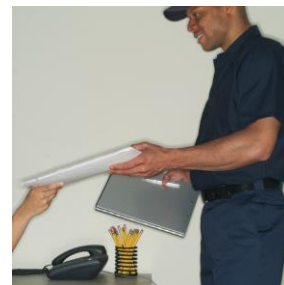


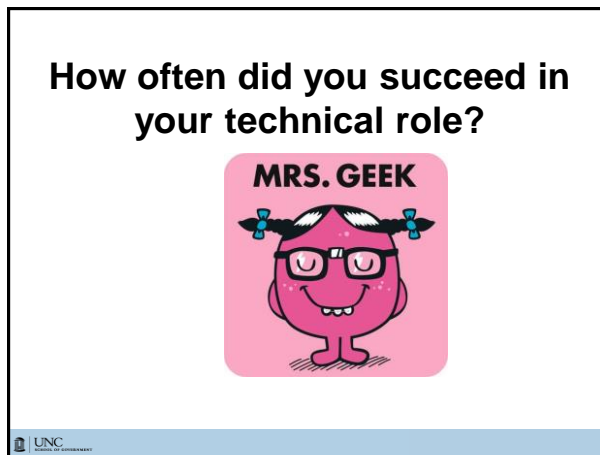
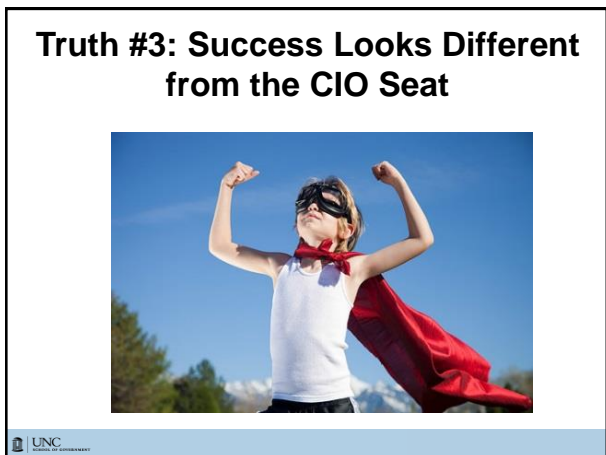
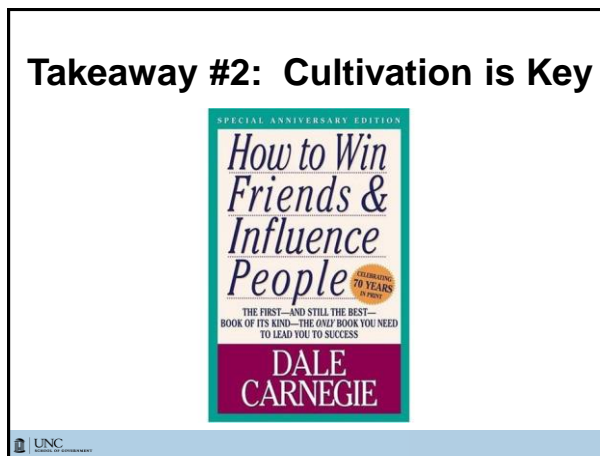
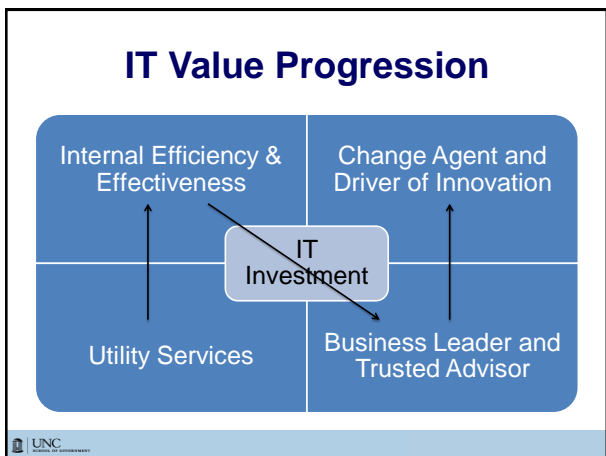
The New CIO Commandments



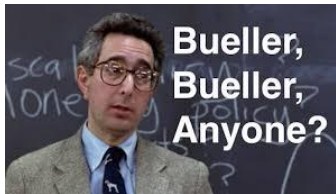
1. Create a culture of technology solution provision based on business need coupled with excellent customer service
2. DWYSYWD
3. Involve and empower customers
4. Honor how hard change really is and plan for it
5. GSD

Step 3: Deliver Consistently





How often do you succeed as a CIO?



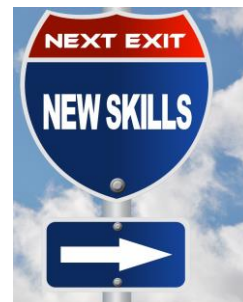
Tip #3: Change Your Metrics of Success

1. Know what your department does to improve the efficiency & effectiveness of the your organization in accomplishing its goals and objectives
2. Measure it, especially financial impact, citizen impact, & business process impact
3. Develop stories to share about the impact

Tip #3a: Alignment is Essential



Truth #4: Your Skillsets Must Change



Key CIO Skills and Traits

- Ability to sell/broker to all levels
- Vision setting
- Clear communication of ideas
- Code switching
- Personal credibility & leadership
- Financial & business understanding
- Human capital management
- Adaptability

Tip #4: Network, Watch, Listen

- Modeling the way is a superb strategy for emerging and new CIOs
- Start before you hit the C-suite (ask questions, build non-IT skills)
- Work diligently on:
 - public speaking (NJ GMIS is a great place to start)
 - selling (**To Sell is Human**)
 - writing for the executive level (infographics & bullet points)

Takeaway #4: Evolve (shed the IT skin)

“It is not the strongest species that survive, nor the most intelligent, but the ones most responsive to change.”

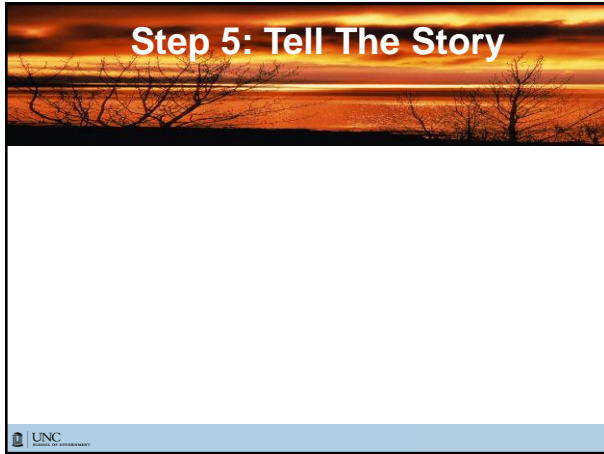
ADAPT OR DIE.



The challenge...

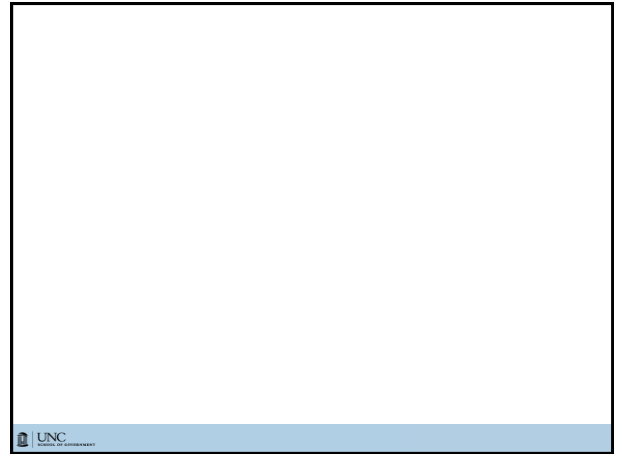
How can we use information technology...

- to create public value
- through a better division of labor
- where innovation is essential
- and implementation is often difficult?



Step 5: Tell The Story

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