Head of Infrastructure & IT Ops Mission-Critical Priorities (MCPs)

MCPs

Transform Cloud Strategy for Disruptive Platform Demands	Change the Conversation on Technical Debt Management	Reinvent I&O as an Enabler of AI Value
By 2030, companies that fail to optimize the underlying AI compute environment will pay over **50%** more than those that do.	Accumulation of Technical Debt is the top challenge for Heads of I&O - **44%** rate it as one of their top 3 challenges.	**77%** of CEOs say AI is ushering in a new business era rather than introducing a new technology.

Journey Steps

Establish Clear Collaboration Channels Between I&O and Business Stakeholders	Translate Technical Debt into Business Risk to Gain Executive Support	Assess IT Infrastructure Alignment to the Organization's Strategic AI Ambitions
Align Cloud Financial Management (CFM) Efforts With Long-Term Cost Goals	Pinpoint Areas Where Technical Debt Poses the Greatest Threat	Diagnose IT Operations AI Maturity and Eliminate Bottlenecks for Automation ROI
Implement Compliance, Data Privacy and Sovereignty Approaches for Cloud Platforms	Evaluate the Financial and Operational Impact of Technical Debt	Enable IT Operations with AI-Ready Data Management and Governance
Put Policies and Engineering Support in Place for Agentic AI Solutions	Align Technical Debt Remediation Strategy with Business Goals	Evolve Risk Frameworks to Accommodate the Risks and Speed of AI Deployment
Design I&O workflows for increasingly autonomous cloud services	Establish Governance Policies and Tooling to Manage Existing Debt and Minimize Future Debt	Change Reward Structures and Internal Policies to Establish an AI-First Culture
Extend Continuous Integration and Delivery to Operations	Plan to Reallocate Resources When Business Risk Exceeds Threshold	Establish a Talent and Skills Strategy to Acquire the Necessary AI Infrastructure Skills
		Design a Hybrid Infrastructure to Maximize AI Performance, Scalability and Compliance

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