

Gartner®

Enhance Your Roadmap for Modernizing Business Through Technology



Why prioritize the modernization of core solutions and aggressively pursue technology investments that support digital business transformation?

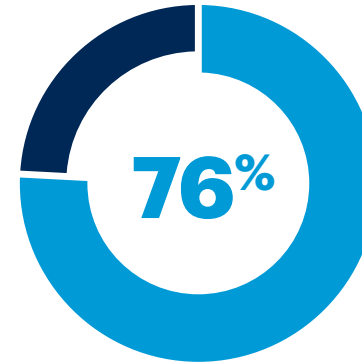
Digital business acceleration is challenging the existing IT operating model. To capture the potential returns from deeper customer engagement and business transformation, CIOs have tuned their investments to these goals. These investments are all interlinked: Core system improvements and transformation often lead to reduced on-premises investment and aggressive pursuit of cloud solutions. Increased collection of data drives better customer engagement — yet also requires new forms of cybersecurity investment. The notable decrease in software development and upgrades, and ERP, is a sign that CIOs are “sweating their assets”: extracting more value from prior investments and spending mostly where investment supports business transformation.



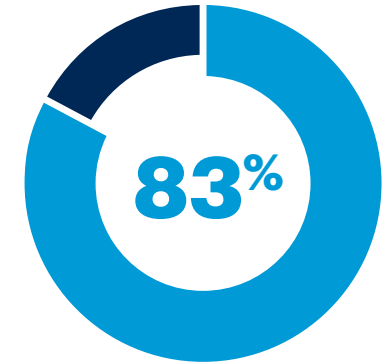
How can technology help accelerate digital business and innovation?

To accelerate digital innovation, organizations must create an architecture of systems that are agile, flexible and resilient. CIOs and IT leaders who foster innovation can create the necessary resilience, adaptability and digital experiences.

From our expert research and interactions with thousands of companies in a wide range of industries, we've compiled modernization best practices into a customizable roadmap. Your organization can use this roadmap to understand the key stages, resources and people required to plan and execute an effective modernization initiative.



of CIOs report increased demand for new digital products and services in 2020



of CIOs expect the demand for digital products and services to increase in 2021

Some of the top questions of the modernizing business through technology initiative are:

- 1** How do I evaluate the maturity of technology modernization?
- 2** What parameters should be considered while innovating the overall IT infrastructure?
- 3** Who are the key stakeholders involved in bringing this change?

What are the key stages?

This best-practice insight is distilled from interactions with clients who have successfully implemented modernization initiatives. The roadmap shows the sequence of objectives and desired outcomes and is useful for aligning all stakeholders.

A few key milestones and a sample of associated Gartner resources are highlighted below, but the full roadmap includes complete details of all milestones and resources for each stage.



**Align
strategy**

**Develop
action plan**

**Begin
execution**

Monitor

**Optimize
and scale**



Align strategy

Establish current and target maturity

Actions to take:

Develop objectives for key modernization efforts.

Analyze readiness, market and the internal data and processes required.

Determine modernization metrics and KPIs

+ more

Sample of associated Gartner resources include:

- IT Score for CIOs
 - Techquilibrium: Traversing the Balance Between Traditional and Digital Business
 - 5 Success Habits of the Digital Dragons and Giants
 - Consultation by phone: Discuss digital ambition and readiness
- + more

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Develop action plan

Prioritize business transformation initiatives

Selected tasks include:

Identify disruptive technologies, roles and process improvements that align with objectives.

Integrate security initiatives within new technologies.

Set up digital labs and agile processes to drive culture change that supports innovation.

+ more

Sample of associated Gartner resources include:

- Jump-Start Your Innovation Journey With a Customizable Innovation Framework
 - How to Lead Digital Disruption With Programmable Infrastructure
 - Learn to Surf 4 Waves of Digital Disruption
- + more

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Begin execution

Establish change management and culture of innovation

Selected tasks include:

Use a “digital representation” of the business operating model to guide transformation.

Develop future-ready IT systems that enable flexibility needed for innovation.

Implement changes in data management structure to support technological innovation.

+ more

Sample of associated Gartner resources include:

- Create a Technology Agenda to Support Business Transformation
 - Ignition Guide to Identifying and Responding to Digital Disruptions
 - Analyst inquiry to review roadmap and plan next steps
 - 2019-2021 Emerging Technology Roadmap Glossary
 - Key roles and job descriptions for staffing innovation
- + more

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Monitor

Measure program and process effectiveness

Selected tasks include:

Establish a process to continually monitor performance and automate data processing.

Focus on building flexible and scalable digital platforms.

Use advanced technologies to automate digital business management.

+ more

Sample of associated Gartner resources include:

- Consultation: Engage with an expert to discuss operating model guidance
- Redesign the IT Operating Model to Accelerate Digital Business
- Scaling Digital Business Requires an Enterprise Operating Model Perspective
- Analyst inquiry to discuss architecting your digital ecosystem
- Toolkit: Construct Business Architecture Deliverables That Deliver Value to Business Leaders
- Event one-on-one: Attend CIO Leadership Forum

+ more

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Optimize and scale

Establish process of continuous iteration

Selected tasks include:

Maintain performance measurement dashboards and periodically assess KPIs.

Redefine digital business transformation as an agile, creative process.

Create shared objectives for cross-functional teams to enhance flexibility and customer centricity.

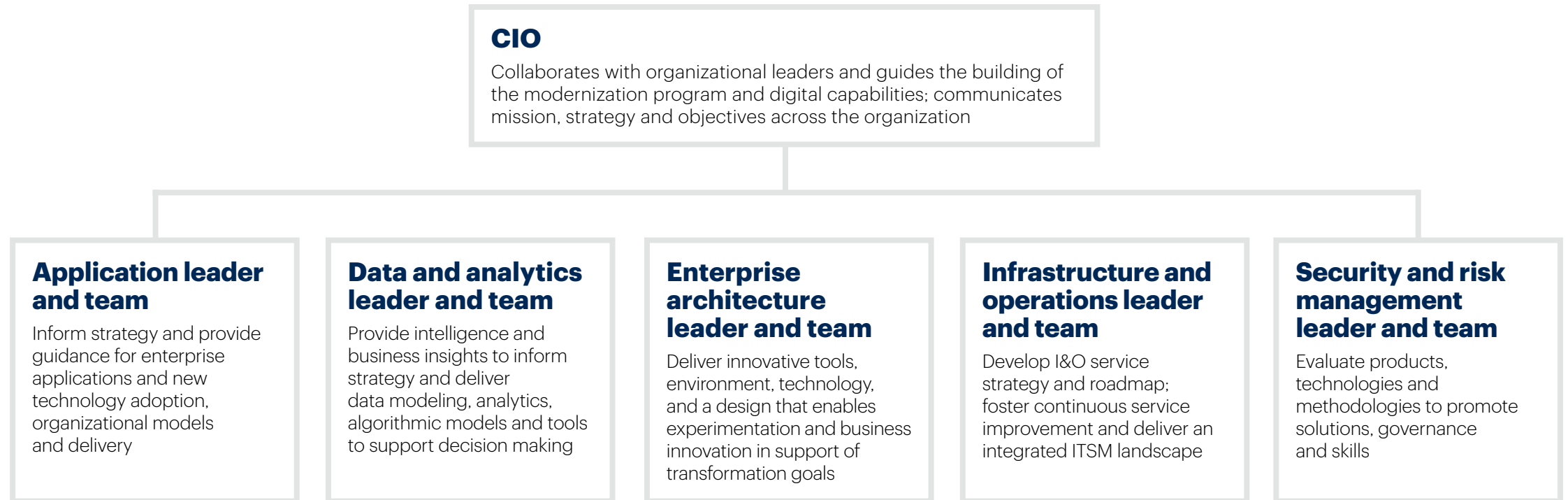
+ more

Sample of associated Gartner resources include:

- A Digital Business Technology Platform Is Fundamental to Scaling Digital Business
 - Review research documents to ensure strong performance
 - Digital Metrics Library: Value Stories to Communicate and Measure Performance
 - Scaling Digital Leadership — Keep the Momentum Going
- + more

Who needs to be involved?

The most successful companies establish cross-functional teams for their modernization initiatives. We have outlined the recommended functions to involve and their roles to ensure the best success in hitting the milestones.



Client success story: Building a resilient organization through an agile IT infrastructure

Most critical priority

The CIO of the organization was expected to evolve his role to create a resilient workforce and business environment to drive a competitive advantage for the organization.



How Gartner helped

Gartner research and experts were critical in providing strategic input to build a next-generation IT infrastructure to support the client's current, as well as future, business requirements.



Mission accomplished

With the support of Gartner for IT Leaders, the client was able to:

- Build its data and analytics organization as a way to give the company a competitive advantage
- Retain workforce to drive business outcomes
- Implement strategic initiatives to uplift company resiliency during disruption



Contact us to explore the complete IT Roadmap for Modernizing Business Through Technology

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Becoming a Gartner client means joining the world's largest community of CIOs and IT leaders. Get access to this level of insight all year long — plus contextualized support for your strategic priorities.

Become a Client

Gartner roadmaps are designed to help CIOs and IT leaders successfully execute new initiatives and reduce time and costs. Our suite of roadmaps provides extensive coverage of IT leaders' top priorities, such as:

- Data and Analytics
- Digital Transformation
- Security
- Data Strategy
- Cloud Strategy
- Maturing Information Security
- Cloud Migration
- IT Organizational Design
- Customer Experience
- ERP Transformation

Explore additional resources to learn more about modernizing business through technology:

→ [Gartner IT Score for CIOs](#)

→ [IT Maturity Assessment](#)

→ [Gartner IT CIO Leadership Forum](#)

→ [Gartner Cloud Decisions](#)