

FY21 IT Strategy

How IT will support Acme Corp's
corporate strategy in FY21

Acme Corp's IT Strategy

- B** Better Products & Services Than Anyone
- E** Engage Customers Through Unprecedented Value
- A** Acquire with a Clear & Exciting Value Proposition
- M** Manage the Best Company in the World

IT'S Commitment to our corporate mission:

<Name>
CIO, <Company Name>

IT Mission: IT provides innovative product solutions and leadership that drives growth and success.

IT Vision: Relentlessly will drive value to our customers through unprecedented innovation.

Our top initiatives collectively support our business goals and improve the delivery of IT products & services.

BUSINESS SUPPORT

Raise End User Satisfaction to 85%*

- Mobile Salesforce.com deployment
- Agile Requirements Gathering
- Implement Automated Testing
- Implement HRIS & LMS
- Multi-Factor Authentication
- Build products Web Portal
- Products Website 2.0

*Business Vision Stakeholder Satisfaction Data

IT EXCELLENCE

Improve Data Quality Satisfaction by 20%*

- Improve Data Quality
- Customer Engagement Reporting
- Account Industry Classification and Reporting
- Core Productivity Reporting

*MCO Process Maturity Data

INNOVATION

Create a World Class CX Capability & Increase FABs by 10%*

- Acquire RPA platform
- Train Process analysts on RPA

*CEO-CIO Alignment Data

To support the business, IT will enable the firm's Top Corporate Projects & improve stakeholder satisfaction with IT.

To reduce risk & improve operations, IT will strive to be a 'business partner'.

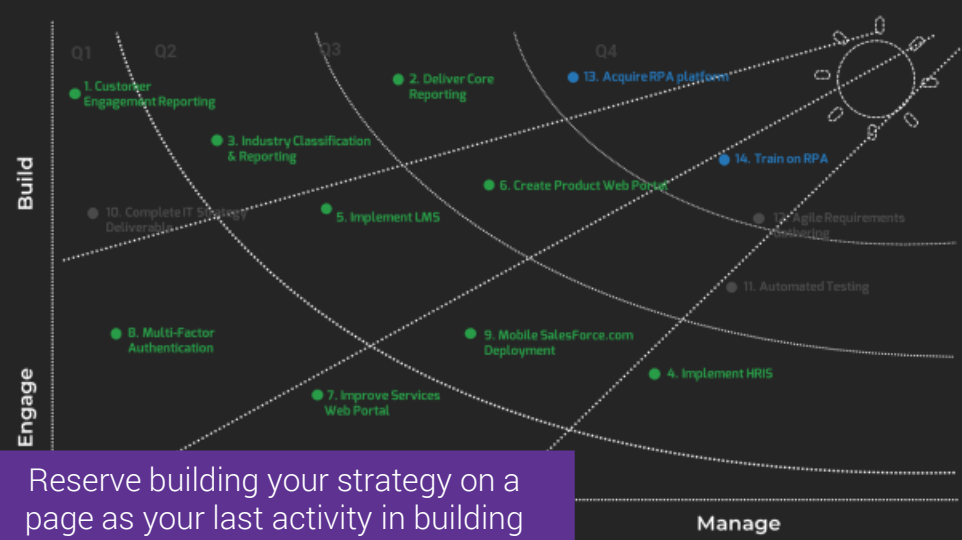
To drive technology innovation, we focused on identifying industry and technology drivers that will have the most impact for Acme Corp.

BUSINESS TRENDS

- 01 Digital Technology Disruption
- 02 Changing Customer Demands & Experience
- 03 Commoditization and Automation

Sample Acme Corp Data

Acme Corp's IT Roadmap



- IT's Guiding Principles to achieve our FY21 Strategy:
- We will boost Business & Data Driven decision making.
 - We will keep the budget within 5%+/- YOY
 - We will insource over outsource
 - We will develop a Cloud-first technology stack

Key IT Initiatives Category

- Business Support
- IT Excellence
- Innovation

Reserve building your strategy on a page as your last activity in building your IT strategy. Use the templated slides at the end of this document to replace Acme Corp data with your organization's.

Acme Corp's IT Org Chart



John William has been CIO at Acme Corp since 2015. His leadership team spans application development, creative teams, infrastructure and security. The team represents 92 years of combined experience at solving IT problems and delivering IT value.

The IT Team Spans 9 Functional areas of support and bring a combined 80 years of experience in IT.



"To achieve this strategy, our IT department must remain focused on the key IT Initiatives outlined in this document. These initiatives are the tactics we will use to support our business stakeholders in achieving their goals.

This strategy was developed in cooperation with many business stakeholders, IT leadership and the input of IT employees. It is a combined effort we will use to gain alignment and buy in from our staff. Thank you to all those who have helped assess our current state, envision our future state, and determine the gaps necessary to achieve those goals.

I look forward to working with all of you in helping Acme Corp achieve it's 2021 Corporate Goals!"

- William Russell, CIO

