PROJECT QUICK SHEET - CIO

TERMS TO KNOW

CIO = provides oversight to an employer's IT infrastructure (e.g., software, hardware, network, and connectivity). A CIO generally focuses on internal IT management and improvements yet could be involved with researching and implementing external resources and advanced technologies, a task common amongst CTOs.

Internet of Things (IoT) = "things" refers to connected devices with the most obvious being networked equipment, such as computers, laptops, and mobile phones. However, connected devices can also be watches, fridges, and thermostats, which communicate through a connected network.

AI-Powered Automations = still lacking in maturity, AI automation hasn't been implemented in many industries. Some of the most common uses of AI-power automation include data mining/analytics, process automation, and chatbots (customer service).

Hyperautomation = artificial intelligence (AI) and machine learning (ML) technologies analyze and interpret data and complete tasks based on "learned information" with minimal to no human interaction.

INTAKE QUESTIONS

1. Describe your current employer. Are you over multiple company locations? How many users on average?
2. Detail the scope of your IT role. What top-tier responsibilities do you manage as part of your role?
3. Do you perform as a CTO, recognizing new technologies and innovations for your employer? If yes, give an example of the new tech you've introduced.
4. Tell me about the top 3 contracts you've negotiated and/or manage as part of your CIO role?
5. How many direct reports do you have in the IT department and what are their roles?
6. Do you manage capital (CAPEX) and operations (OPEX) budgets? If yes, how much are they? Are you also charged with financial forecasting, assisting with the P&L, and controlling costs for your department?
7. What's your role with staffing? For example, do you provide oversight for the hiring, training, and mentoring of your staff?
8. Since joining the company, what have been some of your biggest improvements? Where have you had the most important impact?
9. List the top 3 technologies or improvements you've introduced. What's resulted from those integrations?
10. What third-party partners or service providers do you work with?
11. What have you done to improve the security, resiliency, and scalability of the company's IT infrastructure?
12. Curiously, what was wrong or inefficient about your department when you joined? How have you resolved that?
13. What big projects are you and your staff currently working on?
14. Did I miss anything? If yes, let me know.

CIO KEYWORDS

Agile Methods
AI-Powered Applications
Application Architecture Planning
Application Portfolio Management
Budget Planning & Financial Forecasting (IT)
Business Analysis
Business Continuity Management
Business Information Services
Business Information Warehousing
Business Impact Analysis
Business Intelligence Tools
Business Process Improvements
Business Process Mapping & Analysis
C-Level Liaison
Competitive Differentiation
Complex IT Planning
Contingent Workforce
Continuous Process Improvements
CRM & ERP Development & Management
Current & Emerging Technologies
Database Development/Management
Desktop/Helpdesk Programs
Emerging Technologies
Enterprise Resource Planning (SAP & Oracle)
Enterprise Systems
ERP Functionality
Global Data Center Collaborations
Global Enterprise-Level Systems
Global Tech Enhancements/Integrations
Information Security & Compliance
Internal Customer Management
International Relationship Development
Internet of Things (IoT)
IT Application Steering & Management
IT Best Practices
IT Business Alignment
IT Compliance & Security
IT Governance
IT Operations Management/Planning
IT Security
IT Strategies & Processes
IT Project Development/Implementation
LAN/WAN Technologies
Large-Scale Project Planning & Management
Lead Technology Management
Managed Vendor Contracts
Multi-Site Architecture/Security/Management
Network & System Integrations
Network Design & Infrastructure
Network Security & Risk Avoidance
Network System Requirements
Office Automation
Product/Service Development
Project Executive
Project Lifecycle Administration
Project Portfolio Management
Quality Controls/Assurance
Resource Allocation
Security & Risk Management
Software Development
SOP Author & Compliance
Staff Management/Coaching
System & Business Analysis/Solutions
System Infrastructure Development
System Migrations/Improvements/Upgrades
Tailored Technical Solutions
Team Hiring/Training/Mentoring/Management
Tech Contract Negotiations
Tech Strategies & Policies
Technical Consulting
Technical Resource Management
Technology Development
Technology Roadmapping
Vendor & Partner Management
Vendor Management
Virtualization, Consolidation & Enterprise Planning
Voice/Network/Business Applications
Vulnerability Assessments
Workflow Administration

EXAMPLES SENTENCES

MANAGEMENT

- Manage the IT infrastructure and resources that support an estimated 300 FTEs and contract staff working out of KY, IN, and OH offices. Direct the upgrades, security, and integration of network and software resources.

- Conducted an in-depth asset lifecycle analysis, which outlined networked equipment warranties, end-of-life forecasts, and depreciation schedules. Leveraged the finished report to negotiate a 50% increase to the IT department's budget.
- Directed global hardware infrastructure, business applications, database architecture, and voice/data communications for 3 AEC sites. Managed SAP ERP implementation phases, from initial planning to post-production.

FINANCIALS

- Audited a $725,000 IT department budget, while auditing and reducing overhead for hardware, software, and services. Reduced operating expenses by 28.9% after negotiating new contracts with AWS and SAP.
- Monitored and aligned overhead expenses and capital expenses by negotiating contracts for competitive pricing and deliverables to minimize fixed/variable expenses.
- Track an annual IT expense budget of $13M and a capital budget of ~$2M. Forecast contract changes and financial expenditures, ensuring to align budgets in accordance with the scope of technical project changes.

SECURITY

- Authored a disaster recovery plan that outlined best practices and risk avoidances relating to data loss, cyberattacks, and other unforeseen occurrences, such as equipment failure or power outages.
- Led security initiatives throughout the IT department, conducting in-depth audits annually. Supported systems used by more than 12,000 end-users. Hardened security to desktops, server equipment, and mobile devices to bring the system into compliance with industry security regulations.
- Oversaw the installation, configuration, and maintenance of security protocols to protect the hardware, software, and IT infrastructure of the network. Established comprehensive security policies and procedures to further protect the company's digital and physical assets.