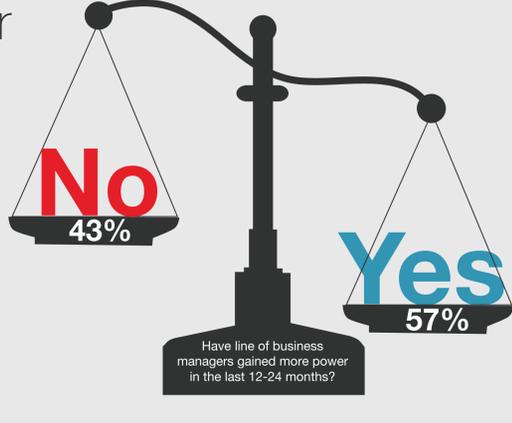
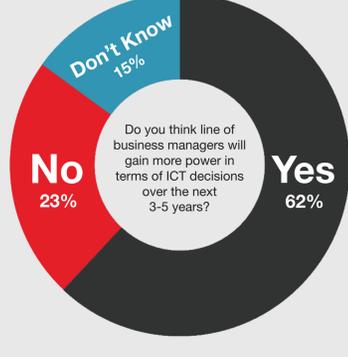


# The Rise of the Internal Service Provider

Balance of ICT power continues to shift



We'll buy it...

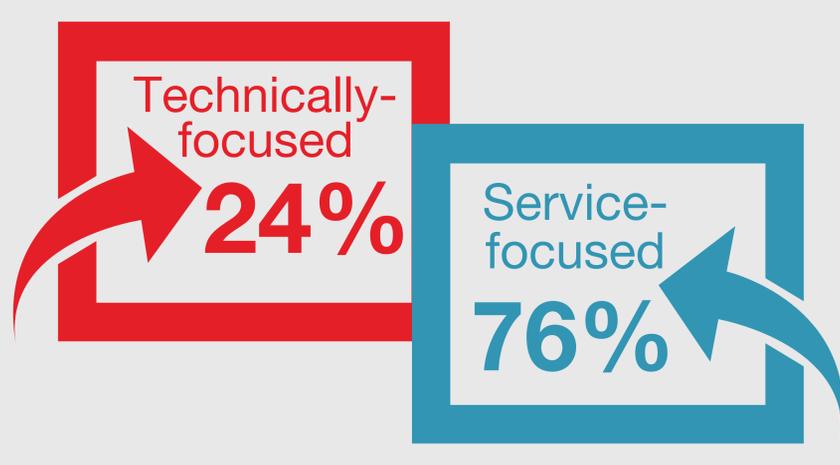


When line of business managers procure IT services directly (such as cloud), who is mainly responsible for managing the service and providing technical support?

...you look after it.

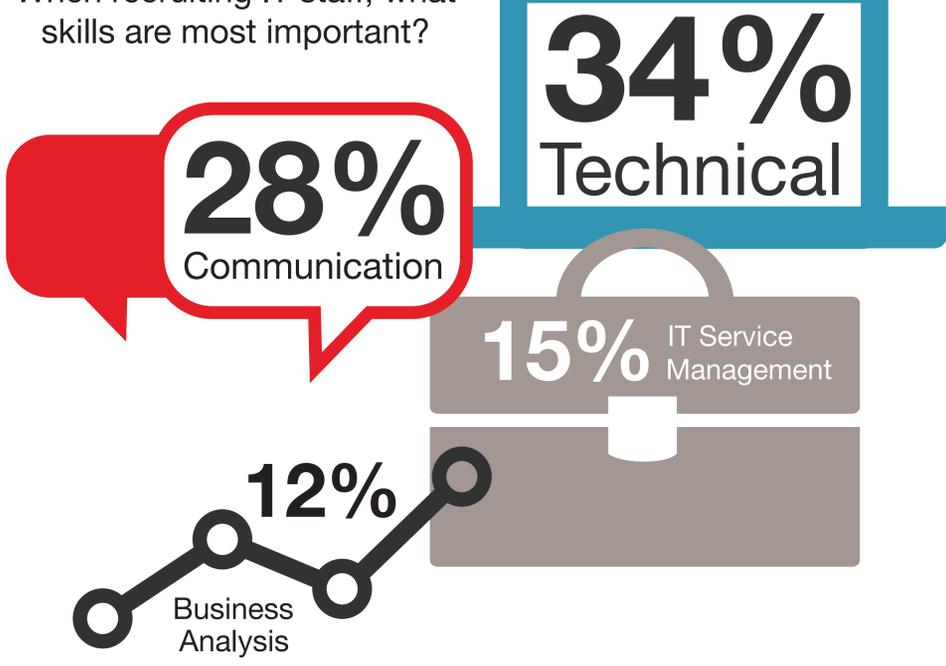
## The CIO as Chief Services Officer

Do you consider the IT function in your organization as:



## Resources: The Business IT Professional

When recruiting IT staff, what skills are most important?



65%

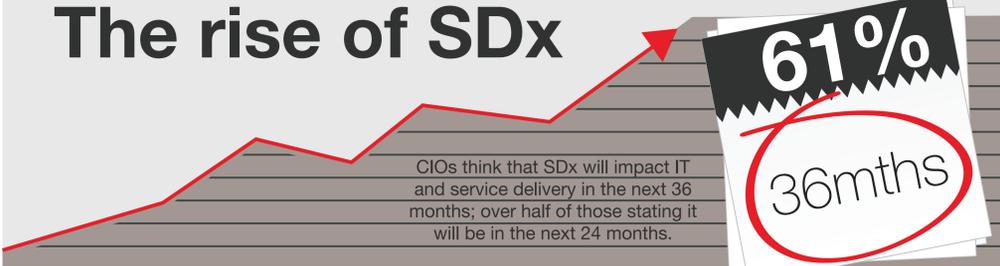
Expect to pay more (salary) for business IT professionals than traditional technical professionals

## Infrastructure: The Services-Defined Enterprise

Almost half want the majority (50% or more) of their IT services to be provided or managed by external service providers, including cloud (IaaS/PaaS & SaaS).



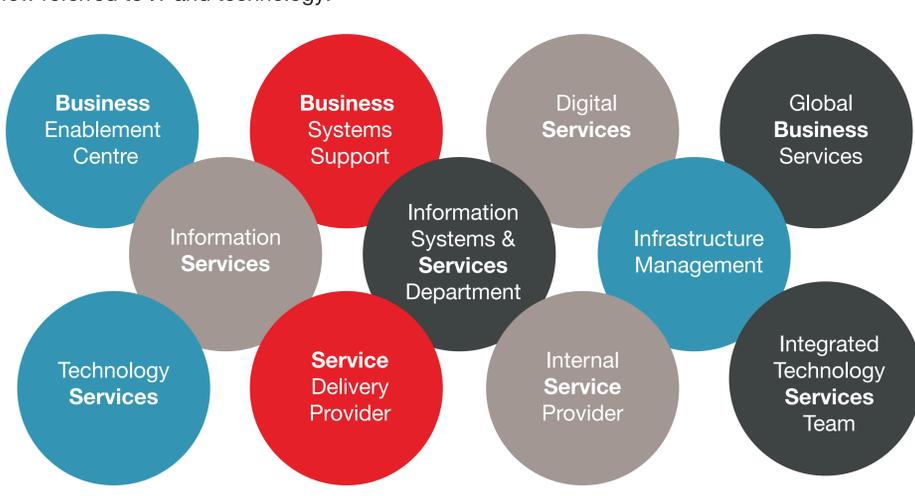
## The rise of SDx



## Culture: The IT Function Reinvented

Almost half of CIOs agreed that the term 'IT department' is becoming out of date.

Of the alternative names suggested, the majority referenced 'business' and 'services', while few referred to IT and technology:



A strategy and services focus?



of CIOs spend their time on day-to-day technology management.

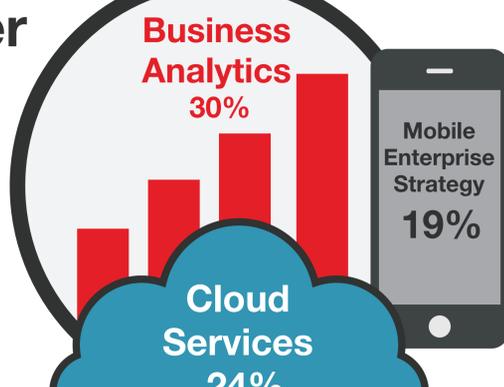
of CIOs who dedicated 80% of their time or more on these low value activities.

of CIOs have a desire to spend 50% or more time on strategic initiatives.

■ Today ■ 12 months ago

## Business Enabler

The specific business and technology areas on which CIOs would like to spend more time, reflects a clear focus on 'business enablement' and 'services'. The top three areas are:



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