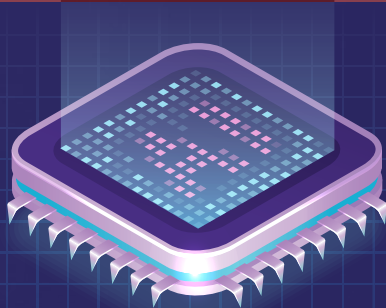


# CIO Playbook 2024

## Entering the Age of AI Everywhere

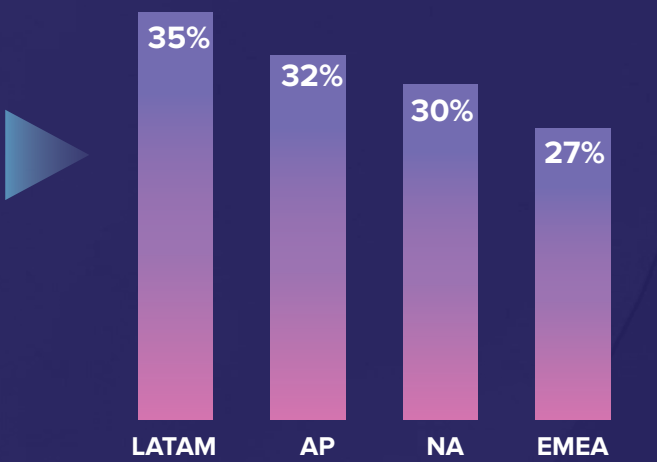


### Global Data Infographic

Based on a survey involving 2,900 CIOs and IT/business decision-makers (ITBDMs), this infographic is an aggregate collection on the 2024 priorities of IT professionals globally. It captures evolving perspectives on AI, specifically generative AI (GenAI) and the transformation it brings to organizations.

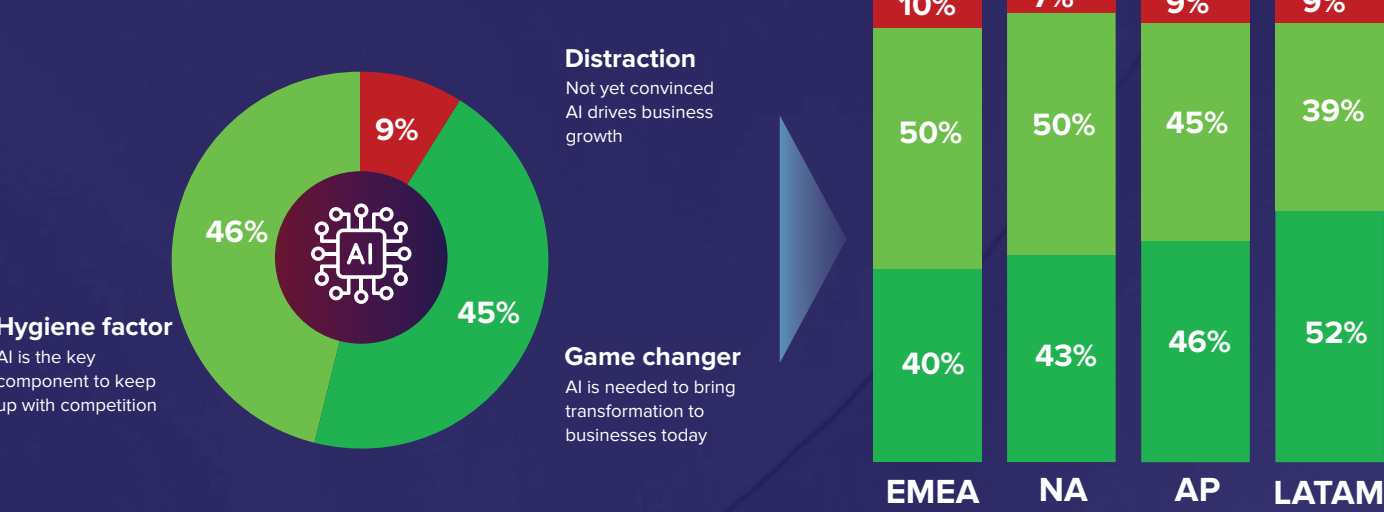
#### The backdrop

Business leaders worldwide consistently emphasize the adoption of emerging technologies, such as GenAI, as a key priority for 2024. Enhancing customer experience and driving revenue growth are also highlighted as key business imperatives.



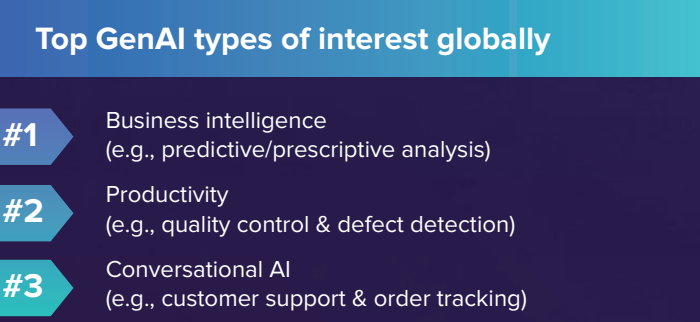
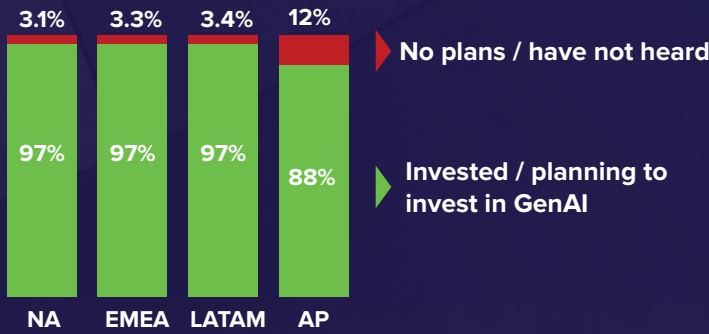
#### AI: A Catalyst for Business Transformation and Competitive Advantage

Organizations recognize the transformative effects of AI on business operations and view it as a critical tool to maintain a competitive edge in the market.



#### The CIO's Role

CIOs are instrumental in enabling their organizations to leverage AI to drive operational efficiencies and gain a competitive advantage. Additionally, CIOs should collaborate with other C-Suite leaders to devise strategies that address key challenges related to technology, processes, and human resources.



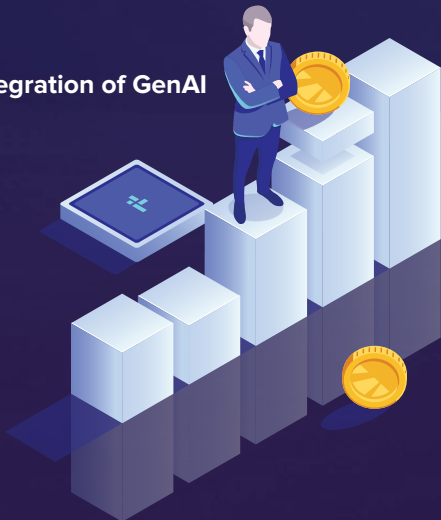
#### Investments in GenAI Soar

GenAI adoption is on the rise, with the majority of organizations either considering or having already invested in GenAI, primarily for business intelligence, productivity, and conversational use cases.

#### The CIO's Role

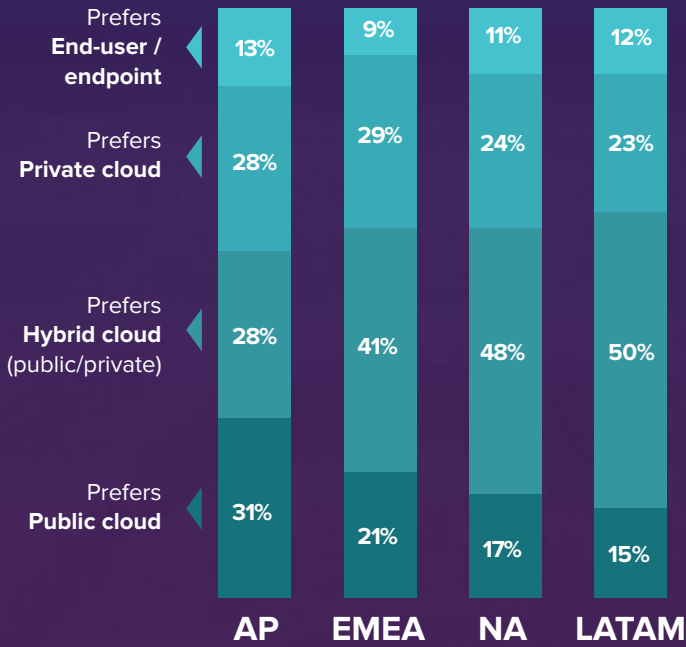
##### Drive Strategic Integration of GenAI

Collaborate with business leaders to identify and evaluate high-value, high-impact, and low-risk Gen AI use cases and facilitate seamless integration of the technology with the enterprise tech-stack.



#### AI Deployment Preference Leans Toward a Hybrid Approach

Organizations are opting for a hybrid approach to deploy AI workloads, combining the benefits of both public and private cloud solutions in terms of flexibility, scalability, and performance.



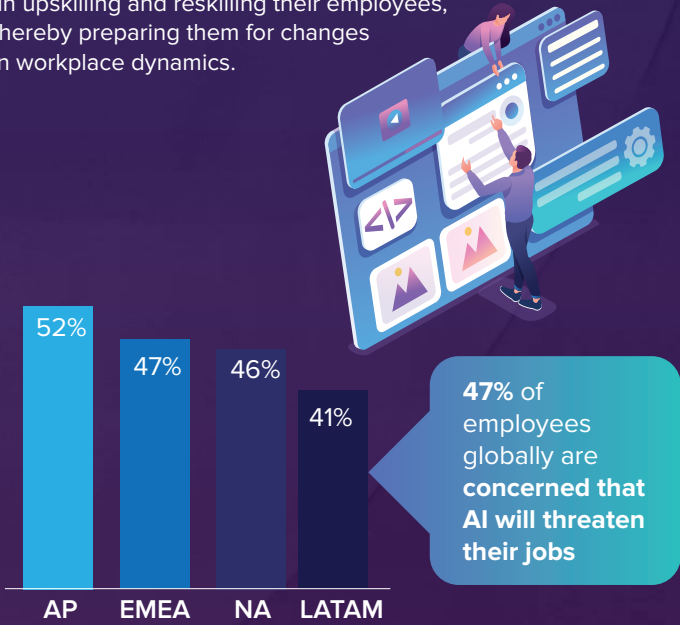
#### The CIO's Role

##### Strategize for Optimal AI Deployment

Craft an AI deployment plan that distributes AI workloads between public and private cloud infrastructures, with the goal of optimizing costs, minimizing risks, and maximizing business value.

#### Concerns over AI Displacing Jobs

The rise of AI has sparked worries about its impact on job security. To ensure AI's success, organizations need to invest in upskilling and reskilling their employees, thereby preparing them for changes in workplace dynamics.



#### The CIO's Role

##### Drive Workforce Empowerment Initiatives

Work with human resource development team to strategize for workforce skill enhancement in alignment with the organization's AI roadmap and skills strategy, and promote the adoption of AI tools across business functions.



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