

# Chief Information Officer Going to Business

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In July 2004, two departments of the Hong Kong Government, the Information Technology Services Department, and the IT-related divisions of the Communications and Technology Branch of the Commerce, Industry and Technology Bureau, were merged to establish a new Department, namely, the “Office of the Government Chief Information Officer”. The newly formed department acts as a streamlined structure for delivering the IT functions within the Government. The post of “Chief Information Officer (CIO)” is a new concept that may be applicable to commercial field as well. In this article, we will briefly describe the roles of CIO in business environment.

## CIO's Role in Business Environment

CIO in the commercial field can play the following roles:

- **Technical Focus:** Responsible for technology, technical infrastructure and technical competence.
- **Relationship Focus:** In business environment, CIO is not only related to technical expertise, but also to people and leadership skills. He/She should build relationship with senior management, within the department and across the organization and with relevant outside parties such as solution providers or service vendors in order to develop shared business and IT understanding.
- **Systems Thinker:** Position IT within the larger context of the business, planning and supporting business development, business transformation and business process re-engineering in a holistic manner.
- **Supply Manager:** Focus on IT delivery and operations so as to ensure that the IT products and services can be delivered to users as scheduled.

## Impact on Business

With the guidance of CIO, IT products and services can best suit business needs. Business organizations can benefit from:

- Reducing operating expenses – by fully understanding of an organization's operations and technical issues, he/she can make decision on how to organize suitable IT products and services to reduce operating expenses.
- Optimizing business processes – Introducing proper IT products and services, an enterprise can benefit from reducing the time for business process.

## Conclusion

Nowadays, CIO is going to be more important in business environment. A CIO who possesses strong business insights and technical knowledge can improve a company's results by reducing operational cost and increasing working efficiency.

Reference:

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