

## CIOs Share Lessons and Takeaways from 2022



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IT leaders share their thoughts regarding the challenges and opportunities they faced during 2022, including the lessons that were learnt, which can be taken forward to improve the workplace and support IT initiatives.

AI solutions have permeated in all manners of workflows, with 94% of the surveyed business leaders reporting that AI is critical to success, enabling richer customer and employee experiences.

Below are a few of their shared thoughts:

Many CIOs listed cybersecurity a priority for 2022, and it became a top business initiative. Due to the velocity of change, the priority is to prevent an unfortunate situation from happening rather to respond to the situation.

Many leaders rely on using technology to overcome staffing shortages. To make up for this, many companies are using AI and productivity technologies to replace the workforce or augment it.

Leaders consider the benefits that automation bring; automation must boost productivity, but automation initiatives must also ensure the processes are efficient and effective – they should be viewed as a process that drives value.

There is a stronger emphasis placed on ensuring quality employee experience. IT experts must support the workplace culture to cater to the needs of their employees. For example, by implementing platforms that support digital employee interactions, they are able to provide a more supportive and collaborative environment.

Striking the right balance for employees in terms of location is proving to be a difficult task for leaders. Many execs have to reconsider their perspective on leadership, putting a larger emphasis on people and not on location. Leaders who support a hybrid office environment use a host of technologies to support relationships and communication between colleagues, however this still remains a work in progress.

CIOs have reinforced that workplace culture is essential for recruiting and retaining skilled IT talent. Skilled workers now have access to choose the environment they can work best in, implying that CIOs must strengthen their efforts to build a culture that IT teams would like to work at.

Source: [CIO](#)

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Published on : Mon, 16 Jan 2023