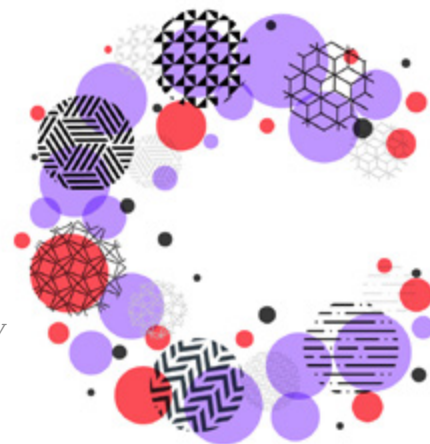


2024 Technology Leaders Study

6 blind spots tech leaders must reveal

How to drive growth in the generative AI era

IT as a standalone function is dead. Technology is the business, and tech leaders are needed more than ever. Their expertise is necessary to expose and act on organizational blind spots in critical areas such as data, infrastructure, and innovation. Positioning tech leaders at the heart of enterprise decision-making will separate those organizations that seize opportunities in the AI era from the rest.



1. We treat tech as an enabler but... Tech must be the core of everything we do.

CEOs identify product and service innovation as their number one priority for the next three years. But nearly half of tech leaders say that others in their organization don't view technology as important to product and service innovation.



2. We say we are working together but... Our collaboration is only skin-deep.

Just 39% of technology executives say they collaborate with finance to embed tech metrics into business cases. And only 35% of CFOs say they've been engaged early in IT planning to set expectations on how technology advances enterprise strategy.



3. We hope it will be a magic wand but... Generative AI could break our organization.

Nearly three in four CEOs say their organizations' digital infrastructure enables new investments to efficiently scale and deliver value. But 43% of technology executives say generative AI has increased their infrastructure concerns.



4. We want it to be trustworthy but... Our AI may be irresponsible.

71% of CEOs say establishing and maintaining customer trust will have a greater impact on their organization's success than any specific product or service. But no more than half of technology leaders say they are delivering on responsible AI practices such as explainability, transparency, privacy, and fairness.



5. We talk about data as currency but... Our data could be a liability.

67% of CFOs say their C-suite has the data necessary to quickly capitalize on new technologies. But only 29% of technology leaders strongly agree their enterprise data has the necessary quality, accessibility, and security to enable efficient scaling of gen AI.



6. We think our team is strong but... We're still fighting yesterday's talent battle.

Two-thirds of CEOs say their teams have the knowledge and skills to incorporate new tech such as generative AI. But 58% of technology executives say they are having difficulty filling key technology roles.

"Technology today as a stand-alone function does not make sense; technology is there to reimagine and power the business."

Rafee Tarafdar, CTO, Infosys

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