

WILL CIOs BE RELEVANT IN 2017?

By: Adam Hartung

When computing costs dropped like a proverbial stone after 1970, it created a remarkable opportunity for businesses to improve operations and grow. Suddenly, “the guys in the basement” became the IT department, and the data center manager became a very powerful CIO. This new role wielded a large budget and incredible control as companies invested heavily in enterprise applications, immense data repositories and thousands of PCs. That was then. This is now.

Cheap Smartphones, tablets and apps means users are buying their own devices and aren't happy with company-supplied PCs, software or BlackBerrys. Meanwhile, software-as-a-service applications permit users to bypass enterprise systems for cheap applications they can pay for out of their own budgets, and prefer to use.

Now connecting with suppliers, customers and even fellow employees can often be made faster, easier and more effective by using personal texting, or social media tools such as Twitter and Facebook, rather than corporate email. Employees no longer worry about having the corporate standard set of common hardware and software. Increasingly, users avoid systems from the IT shop because they have clunky interfaces and slow down their work.

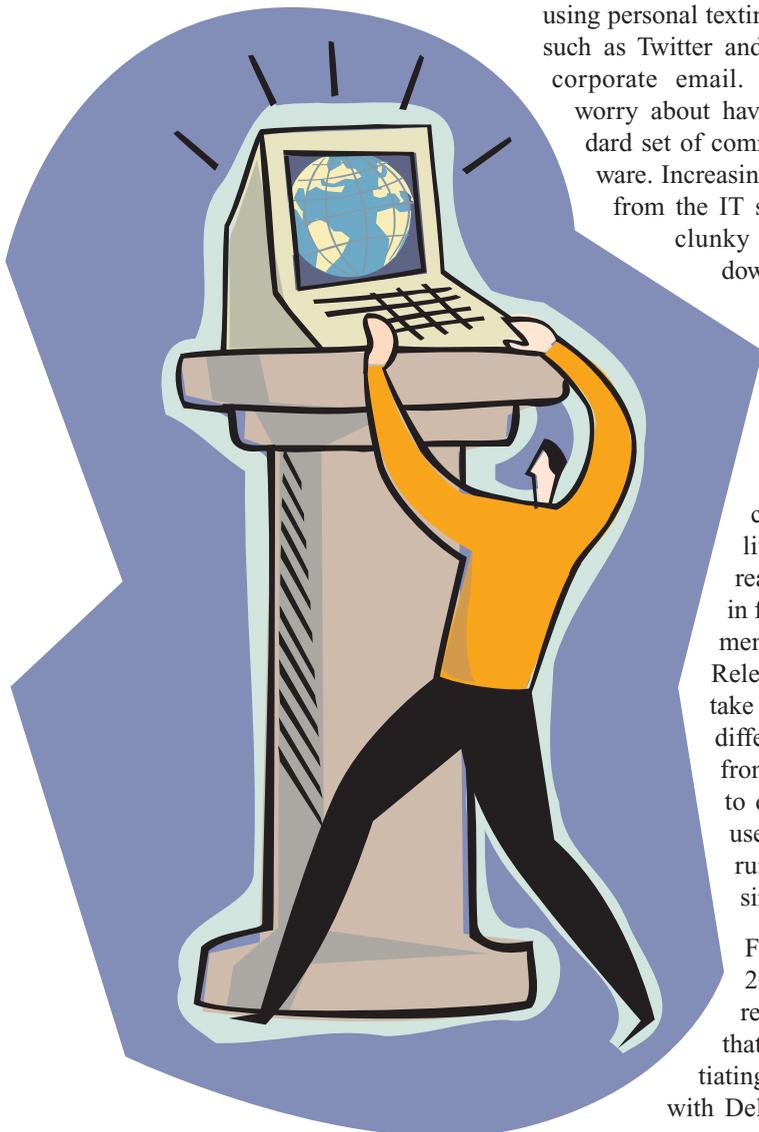
CIO and IT departments are becoming irrelevant to many in companies. Users don't understand why IT moves so slowly, costs so much and makes life so difficult. They are ready to jettison the CIO in favor of the local department doing its own thing. Relevancy requires CIOs to take an approach that's very different from what worked from 1975 to 2005. Trying to defend and extend what use to work is the path to ruin, because users will simply revolt.

Five years from now, in 2017, being relevant will require adding value. And that no longer means negotiating a great PC contract with Dell, or a data center out-

sourcing agreement in India. It means CIOs will be doing the following:

- Understanding what users want – what they really want – which often is far beyond what they say they want. They will help users define what should be a beautiful, easy, powerful, ultra-competitive success for them 12 months into the future.
- Being an expert in new tools (such as Smartphones, tablets, social media, location services). Users should never know more than IT. Being good at old technologies is irrelevant.
- Implementing new technologies. They should not be banished because they violate old rules. That invites workarounds.
- Creating teams that go beyond what's current and understanding what today's new technologies will offer in 2017. Users don't care about enterprise applications and Windows upgrades.

IT leadership will be delivering the future before people see it coming.



INSIDE ...

Compliance Corner – You Can Be Sued for Commuting Accidents . . .	2
Leadership – What You Need to Surrender	2
Famous Quote	2
Handling the After-Meeting Meeting	3
Gartner: 60% of Firms Plan to Snoop on Staff Social Media Use	3
Sharon Hyder Answers Your Management Questions	3
Trends: Encouraging Workers To Keep Track Of What They're Doing Can Make Them Healthier And More Productive	4



COMPLIANCE CORNER

YOU CAN BE SUED FOR COMMUTING ACCIDENTS

Don't let employees who feel ill or impaired in any way drive home from work. **Reason:** You could be found liable for any accidents they cause.

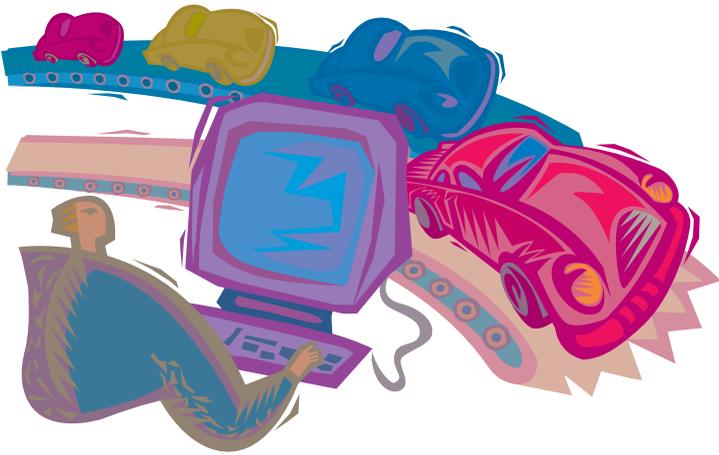
An important court ruling throws out the conventional wisdom that says companies aren't liable for employees' actions during their typical commute. This ruling says that if an employee can show the job *contributed* to the accident, your company *can* be liable.

Recent Case: The day after a company sprayed its factory for bugs, an employee complained that she felt ill at work. A supervisor offered to send her to the company doctor, but she declined. While driving home, she rear-ended another car. She told police she felt lightheaded before the accident.

The person in the other car sued the company for her injuries. An appeals court let the case go to trial. Reason: Companies are usually liable for injuries caused by employees only when the employee is "acting within the course of employment." But an exception exists: If the company could have foreseen a potential risk and didn't stop it, it can be held liable for the resulting injuries. (*Bussard v. Minimed Inn.*, 105 Cal. Appl. 4th 798, Cal App., 2nd Dist.)

Bottom line: Pay attention to any illness or injury complaints that could be related to work. Be proactive. Provide transportation to medical care or home. Do the same in other cases in which driving might be impaired, such as after late-night work, or where alcohol has been served. The cab fare will be a bargain next to defending a lawsuit.

Source: HR Employment Law, June 2012



LEADERSHIP What You Need to Surrender

The conventional wisdom is that leaders are steadfast, and never give up, persisting against all obstacles. But according to consultant Kevin Eikenberry, he says to lead effectively – whether on the shop floor or in the executive suite – you must learn to surrender certain things.

THE NEED TO BE RIGHT. The best leaders are after the best results, and know that won't necessarily come from their ideas.

Even if it is the leader's idea, success will be more likely if the group owns it.

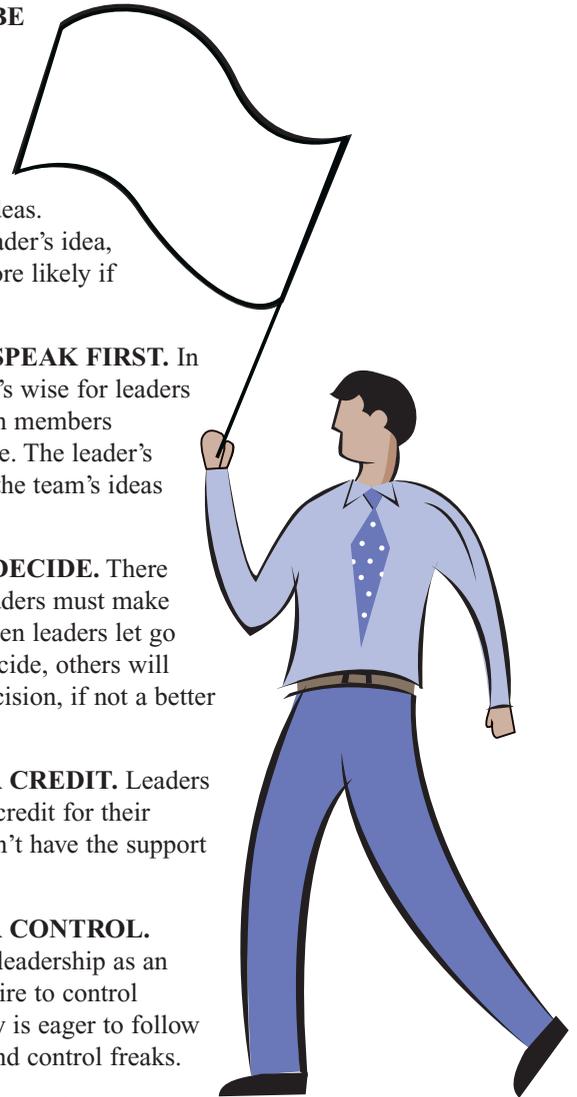
THE NEED TO SPEAK FIRST. In many situations, it's wise for leaders to shut up, let team members discuss and explore. The leader's words can inhibit the team's ideas and input.

THE NEED TO DECIDE. There are times when leaders must make the call. Often, when leaders let go of their need to decide, others will make the same decision, if not a better one.

THE NEED FOR CREDIT. Leaders who usurp all the credit for their team's success won't have the support of the team long.

THE NEED FOR CONTROL. People often seek leadership as an outlet for their desire to control others. But nobody is eager to follow micro-managers and control freaks.

Surrendering these needs can seem like a loss. But giving them up, will lead to greater results, greater influence, greater satisfaction and greater significance, which are more meaningful needs to satisfy.



FAMOUS QUOTE

"Success has always been easy to measure. It is the distance between one's origins and one's final achievement."

— Michael Korda



Handling the AFTER-MEETING Meeting

Most people treat the meeting after the meeting as little more than a gripe session. But HR consultant, Sharlyn Lauby, argues that the meeting after can be more

important than the original session, providing insight into the people and discussions that you can't get during the meeting itself. So try to obtain an invite for the meeting after the meeting.

Usually, it's a more casual affair, at a coffee shop or lunch. But don't mistake it as purely social, and shrug it off. It will involve venting, but the attendees are gathering to move beyond frustration about what occurred at the original meeting to figuring out how to fix things.

Those attending will usually be those players who have a big stake in the matter. Pay attention to who initiates the session, and figure out whether they are ultimately accountable for the matter and soliciting feedback, or whether they are trying to influence the person who is accountable. Don't discuss the gripes that arise. Try to understand the frustrations and also why that frustration may or may not have been addressed during the meeting.

People let their guard down in these conclaves, so don't gossip about who-said-what. If you want to be at the post-meeting meeting – to know what's happening, and be a sounding board – make sure you don't act in an inappropriate manner.



GARTNER: 60% of Firms Plan to Snoop on Staff Social Media Use

ZDNet reported that companies are aiming to increase their watch on employees' social networking use. According to the research released by Gartner, roughly 60% of corporations will have programs in place to monitor accounts for security breaches and data leaks by 2015. However, the article explains, there are risks of going too far. For example, some employers could visit Facebook pages to review employees' sexuality or marriage status. Andrew Walls, research vice president of Gartner, explained, "While automated, covert monitoring of computer use by staff suspected of serious policy violations can produce hard evidence of inappropriate or illegal behaviors, and guide management response, it might also violate privacy laws."

For more, visit the original source: Zdnet.com

SHARON HYDER, CMC, CRM ANSWERS YOUR MANAGEMENT QUESTIONS

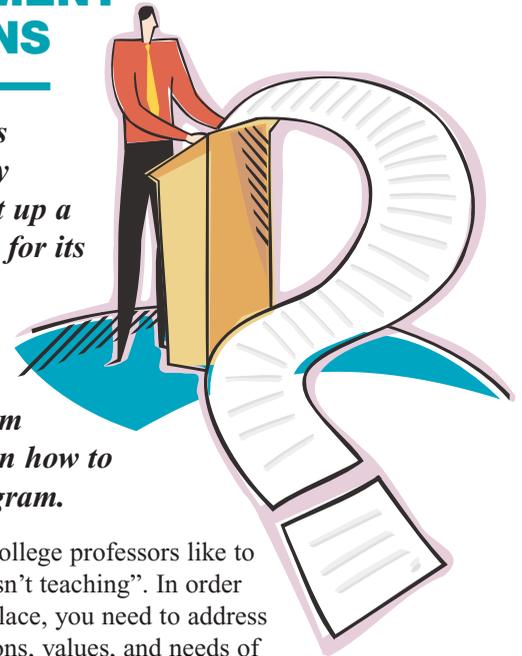
Our company has decided that every manager must set up a training program for its employees.

We don't have a Training Department so I'm looking for tips on how to establish the program.

Schoolteachers and college professors like to remind us: "Telling isn't teaching". In order for learning to take place, you need to address the specific motivations, values, and needs of your employees.

Here's how to get there:

- **LISTEN** Let your workers tell you what they know, what they don't know, and what they would like to learn.
- **COLLABORATE** Don't just tell employees what they need training in. Your organization's needs are important, yes, but work with employees on a development plan that makes sense for them as well as for your company.
- **FEEDBACK** Tell your employees how they're doing. They can't learn and adjust unless they have an accurate view of their performance.



TRENDS...

continued from page 4

iDoneThis.com Users track their productivity by responding to a daily email that asks "What did you get done today?" Responses are compiled so that users can see their progress over time.

Simpleology.com This tool helps users organize, prioritize and track their activities, and offers help in dealing with distractions, procrastination and information overload.

HeartMath.com HeartMath provides tools for monitoring heart-rate variability, along with software, books and audio materials for using this information as part of a stress-reduction program.

GravityEight.com This tool aims to give users a comprehensive view of their lives by guiding them through the tracking and assessment of variables in eight different areas of life: health, finance, relationships, career, spirituality, community, learning and leisure.



TRENDS...

Encouraging Workers To Keep Track Of What

They're Doing Can Make Them Healthier And More Productive

Imagine how much better workers could do their jobs if they knew exactly how they spend their day. Suppose they could get a breakdown of how much time they spend actually working on their computer, as opposed to surfing the Web. Suppose they could tell how much an afternoon workout boosts their productivity, or how much a stressful meeting raises their heart rate.

Thanks to a new wave of technologies called "auto-analytics", they can do just that. These devices – from computer software and smart-phone apps to gadgets that you wear – let users gather data about what they do at work, analyze that information and use it to

do their job better. They give workers a fascinating window into the unseen, unconscious little things that can make such a big difference in their daily work lives. Companies can end up with big improvements in job performance, satisfaction and possibly even well-being.

Here's a sampling of the many tools people can use to see how they're *really* doing.

RescueTime.com This tool automatically measures how long users spend on various websites and applications, and allows them to keep track of how they spend their time away from the computer as well. It also allows users to block distracting sites for defined periods.

Tallyzoo.com Users can track any type of data they choose to input, personal or work related, and view interactive graphs to spot trends and patterns. Dashboards can display several graphs at once, which can help users make connections between data.

— *continued on page 3*

**Contact Hyder & Associates To Solve
Your Records Management Problems**



**HYDER & ASSOCIATES
MANAGEMENT REPORT**

501 W. Glenoaks Blvd., Suite 422
Glendale, CA 91202
(818) 507-0008
FAX: (818) 547-9908
E-Mail: hyder@HyderAndAssociates.com

28th YEAR ANNIVERSARY