TRUSTED OPERATOR

This pattern primarily delivers operational discipline by focusing on cost, efficiency, and reliability. They also provide enabling technologies and support business transformation efforts.

BUSINESS PRIORITIES

Trusted Operators concentrate their efforts on delivering consistent, reliable, scalable, and secure technology. Their business priorities tend to focus on cost, efficiency, and performance. They are often brought in to "steady the ship" by defining strong governance. Percentages represent respondents that identified these objectives as important in the next year.

LEADERSHIP & TALENT

Trusted Operators are twice as likely as others to identify execution and operations as a strength. They also gain trust of their stakeholders by providing transparency and clear communication. Percentages represent respondents that identified these attributes as a key personal strength.

RELATIONSHIPS & INFLUENCE

Many Trusted Operators shared that their mission to actively engage with their workforce helps them be more productive, collaborative, and motivated. Due to their cost mandate Trusted Operators have much stronger relationships with CFOs and COOs. Percentages represent respondents sorted by the reported strength of their business relationships.

TECHNOLOGY INVESTMENTS

Although Trusted Operators chose similar to other patterns, their investment priorities focused on enabling the business and enhancing vs. transforming operations. They are also likely to invest the least in innovation and value cyber and cloud the most. Percentages represent respondents that said these technologies would have significant business impact in the next two years.

Navigating the Legacy Landscape

When the Business Needs A Change INSTIGATOR...

- Champion design as a discipline, and think prototypes and pilots.
- Involve your partner ecosystem in investing in technologies for agility and engagement.

When the Business Needs A Business CO-CREATOR...

- Focus on the top and bottom lines and interact frequently with business leaders.
- Get engaged in analytics and business intelligence, and invest in exponentials.