



CIO AGENDA FOR THE YEAR 2021

As digitalization started to gain ground in the last couple of years, the role of the CIOs also gained prominence. They have become the growth engines of the organizations as they understand best about which technology adoption will be beneficial for the organization, keeping the need in mind, and also the return on investment. With this ongoing pandemic, the role of a CIO has become more significant. The pandemic has hastened the pace of an organization's digital journey.

The pandemic has pushed all the industries to remote work mode. This has accelerated the adoption of digital transformation among the organizations. Furthermore, the digital transformation has also widened the threat landscape for the organizations as the employees are not working in a secured network environment. Keeping everything in mind, the CIOs have chalked out their agenda for the year 2021. The agenda varies for different industry verticals.

Let's take a look at the agendas of the CIOs of various verticals.

DR. RAJEEV PAPNEJA

CHIEF GROWTH OFFICER, ESDS SOFTWARE SOLUTION



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While the organizations have fast-tracked their digital transformation initiatives, it is seen that the definition of digital transformation for various CIO's, based on size of organization, stops at different levels. When interacting with most SMB clients, I personally witness a chunk of them only automating the processes to increase efficiency or cut costs. They are using traditional technologies and are more in the exploring phase while continuing their business as usual. There is another set of organizations that have embraced digital technologies such as moving to IaaS and using SaaS solutions, but at the end of the day their business models or customer service models are still the same. These organizations are more focused towards cost optimization. While you will find less than 0.1% organizations who have gone from "Doing Digital" to "Being Digital", others are taking steps and are in the what I like to call "Becoming" phase, if I may, where they are trying out new business models, experi-

menting, consolidating, modernizing apps, so on and so forth. ESDS has created a digital transformation hub "SPOCHUB" to cater to vertical industry needs, not only from technology point of view but also bringing in domain specific solutions.

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VED PRAKASH NIRBHAYA

CIO, TECH MAHINDRA



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COVID-19 has been the biggest catalyst for digital transformation across business models and industries. Digitalization is becoming the ultimate unifier that can help us become truly 'Atmanirbhar', inching us closer to our dream of creating a \$5 trillion economy.

Digital transformation has widened India's possibility of innovation in every aspect of its economic engine and even enabled optimization of resources across all sectors. This will further push the discussion on addressing the skill gap in the industry. Government, industry, and academia will need to collaborate further to promote reskilling and upskilling in order to update current skillsets and to strengthen them. Tech Mahindra is focused on leveraging new-age technologies like automation, artificial intelligence, 5G, cyber security among others to unlock innovation and fuel our ambitions of becoming a digital leader. India's

digital transformation saga has just commenced, and we will keep coming up with technology-driven, human-centric innovations and services to support our nation's digital journey all the way.

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SANJAY KUMAR DAS

WBCS (EXECUTIVE), JOINT SECRETARY, DEPARTMENT OF IT AND ELECTRONICS & STATE INFORMATION SECURITY OFFICER, WEST BENGAL



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In the year 2020, the State Government formulated West Bengal Broadband policy along with guidelines on promotion of various emerging technologies – Drone, AIML, Blockchain and guidelines on public transactional data sharing and Electronic Data Retention.

In 2021, these will enable the government to realize benefits of the emerging technologies they will also improve the employability quotient in the digital ecosystem. Blockchain based crowd funding and donation management systems which are very relevant in this Covid-19 hit period have been developed.

The State’s own IT/ITeS skill registry portal “Karmobhumi” ensures that quality manpower is connected to desiring industrial needs.

Following agenda points for 2021 have been identified for achieving objectives of Digital India:

- Shared and secured connectivity with lesser dependence on third-party providers;
- Secure coding and development practice to ensure ‘Security by Design’;
- Embracing emerging technology in public service by conducting Proof of Concept (PoC) studies and awarding contracts to various MSMEs and Startups from this domain;
- Ensuring Cyber Security Awareness by promoting ‘Cyber Hygiene Practices’;
- Migration of services into Cloud Platform by encouraging Edge Data Centres for ensuring compliance on data privacy;
- Adopting to Zero Trust Policy across various efforts under Digital Transformation so that the ecosystem achieves ‘Being SAFELY Digital’.

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TARUN BALI

AVP & HEAD OF IT, QUEST RETAIL



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The beauty industry has changed dramatically in recent years, especially with the introduction of social media, live consultations, e-commerce, and conversational commerce. Connecting with beauty audiences and other platforms and environments is more likely to lead to results than adding more touch points.

Mobile with high bandwidth internet service has significantly accelerated the transition to online shopping, which had been progressing at a slower pace for a longer period of time.

COVID has been the most important driver of digital adaptation among various consumer demographics that were previously unconsidered, and as a result, the use of social media, OTT, Youtube, and Facebook videos has been propelled and has become the concentrated medium to connect with customers through visual aspects of beauty such as makeup lessons, virtual Try-ons, and skin diagnostics as highly personalised interaction methods.

We are also turning gears and focusing on specific patterns in order to engage with and pursue consumers rather than have customers follow us. The main aim is to put the consumer first and technology first in the company.

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YOGENDRA SINGH

HEAD-IT/SAP, BARISTA COFFEE COMPANY



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The agenda of 2021 is not only for a year, even the decision of 2021 will define the future business road map.

In the past few years, digital technology has become a vital factor in accelerating the pace of India’s economic growth, in promoting social and economic equity by enhancing access for all to information, markets and public services; and in overcoming the country’s infrastructure deficit. Digital technology can help India realise the ambition of creating an equitable society.

Every organization should start adopting “Digital Transformation Journey”. We as an organization have already digitalized our business processes and are moving ahead to take business decisions based on data transformed by IOT.

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SHOBHANA LELE

CIO, THE BOMBAY DYEING AND MANUFACTURING COMPANY

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2021 started great but there has been a sudden pause again due to the impact of the second wave of Covid that brought back the lockdown restrictions. Therefore the approach for 2021 will remain cautious in the short term. The focus will be to provide support to resume business operations with minimal impact on cost. In the long term, there will be increased focus to leverage the digital mediums for business transformation and adopt robust and scalable infrastructure approaches. Of course, enterprise security will run horizontally across all initiatives.

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DR. HAROLD D'COSTA

PRESIDENT, CYBER SECURITY CORPORATION

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While digital transformation has taken place aggressively the core agenda for our organization for 2021 is to imply cyber security best practices, cyber policy implementation, adhere to new norms of data privacy, continuously assessment of our servers, localization of data, signing exclusively NDA's with our service partners, need based e-learning portal to our employees, vendors and customers, social media monitoring and reducing the lead time of delivery of our services by continuous improvement in our digital systems.

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S CHANDRA MOULI

DIGITAL STRATEGIST & TECHNOLOGY ADVISOR, SANKARA NETHRALAYA

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As a critical health care provider providing real time inputs to the society at large in terms of availability of services and engagement with patients is becoming the new normal. Tele Medicine services with AI integration is on a fast track which is helping us to bridge the availability deficit to the vastly underserved population of the country.

Continuous and proactive care through use of smart devices and intelligent solutions bundled with Tele medicine solutions is disrupting OPD and driving significant benefits to the patient community both in terms of costs and quality besides availability.

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KRC MURTY

SENIOR VICE PRESIDENT & HEAD - IT APPS RTB, KOTAK MAHINDRA BANK

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Working in the new normal has helped in fast-tracking digital initiatives. Projects planned over a period of five years were shrunk to one-two years, which is a welcome step. The Reserve Bank of India and other regulatory bodies are putting in place a series of reforms aimed at promoting digital, while at the same time keeping a tight oversight on the policies and procedures to ensure a safe digital journey. This gives us a great leverage to focus more on the digital front.

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DR. PAVAN DUGGAL

CHAIRMAN, INTERNATIONAL COMMISSION ON CYBER SECURITY LAW



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The corporate agendas for 2021 are very clear. Digital transformation has to be a deciding influencing goal for all companies to achieve. A number of companies have started their digitization processes but ultimately companies must finally achieve holistic digital transformation in India in 2021 so as to be in sync with the vision of the Digital India program.

It is very imperative that the digital services must be offered in a user-friendly consumer ecosystem, with the best user interface so that users in the pandemic can take the benefit of the various digital services of companies with the least of inconveniences.

The 2021 strategies for corporates have to focus on increasing reliance on adoption, implementation, maintenance and updation of cyber security strategies as also piggy riding on the constructive uses of newly emerging technologies like Artificial Intelligence (AI), Blockchain and the Internet of Things (IoT). There are no golden set standards or principles for all companies to follow in this regard.

However, the thumb rule, which has to be a guiding force for all companies clearly is security, stability and reliability of corporate networks, their digital services and also of data that is resident on corporate systems and networks.

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AMIT BHATIA

CIO, JAQUAR & COMPANY



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Jaquar has Cloud Implementation for providing computing services—including servers, storage, databases, networking, software, analytics, and intelligence — over the Internet (“the cloud”) to offer faster innovation, flexible resources, and economies of scale.

Here one pays only for cloud services that one uses, helping to lower the operating costs, run infrastructure more efficiently, and scale as the business needs change.

An application of Cloud Technology which is already at various stages of implementation in Jaquar is Oracle Fusion.

With the modern trend of ‘Smart Technology’ Jaquar Management has also started investing in IoT to make its Products, Factories and Warehouses ‘Smarter’.

IoT is a platform where embedded devices are connected to the internet, so they can collect and exchange data with each other. It enables devices to interact, collaborate and learn from each other's experiences just like humans do.

Industry 4.0 is a fully digital value chain that integrates Artificial Intelligence, Big Data, IoT and Physical Machines and where-in these systems transform the traditional plants into smart factories.

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DR. S.K.MEHER

CIO, DEPARTMENT OF COMPUTER FACILITY, AIIMS



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The Corona pandemic has taught us that digital is the future. We can leverage the Information and Communication Technologies (ICT) to deliver citizen-centric services including health services.

Today, many health services can be delivered online, such as tele-consultations and delivery of drugs etc. We are building an integrated platform, which will enable the delivery of services digitally using technologies thereby revolutionizing healthcare.

India has created unique digital platforms for the public like digital identity, consent artefact, digital payment systems and digital authentication etc. which are extremely scalable and can create a digital ecosystem for delivery of health services.

The GOI was already preparing for a digital backbone with the rollout of National Digital Health Blueprint (NDHB) in July 2019, based on which further National Digital Health Mission (NDHM) was to be launched.

We may have deliberated for sometime more, but the advent of the Covid Pandemic caused a shifting of timelines and on August 15th, 2020, the honourable Prime Minister, Narendra Modi, launched the much needed National Digital Health Mission in India.

Healthcare system was suddenly hurtled forward into digitization, with e-consultations, video-conferencing and consultations, early diagnosis and framework of feedback system for surveillance and contact tracing. We used chatbots, drones etc. to help in reducing no. of infections and further spread of disease.

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BIPRADAS BANDYOPADHYAY

CIO, ZUARI INFRAWORLD INDIA



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Agenda for year 2021 would majorly focus on completing the digital transformation of the organization ensuring value additions to both the management and customers and others. Additionally, ensuring a secured enterprise or organization would be a key agenda item for year 2021 as new sources of threats keep emerging during recent days and in near future as well. Furthermore, the agenda of 2021 would include the issue of increasing productivity of employees while they work remotely as this can become a new normal for a few years till this pandemic is fully over.

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ANAND RUHELA

HEAD INFORMATION TECHNOLOGY, SIKKIM MANIPAL UNIVERSITY



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In the current situation digital transformation is the single point agenda of the organizations as no other option has left for them to sustain their business. Digital Transformation gives us the opportunity to move away from creating various silos to a Comprehensive, Unified, Customer centric approach, also ensuring seamless, well integrated, omni-channel communication strategy in a multi-dimensional enhancement of customer experience.

The key factors in the Agenda for 2021 for us is to focus on delivery of digitally-empowered simple solutions, ensuring immediate and real-time resolution. Consistent omni-channel experience continuous reinvention in cross-functional business processes which can ensure speed, efficiency and agility in action.

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ARIJIT DASGUPTA

HEAD-IT, RUPA & COMPANY



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Evaluate the technology disruptions and innovations industry wide to prove the acquired knowledge is the latest and advanced to identify, create and build out new business and revenue models that would provide the enterprise with strategic advantage.

Seek out strategic partnerships that align with the transformation vision & objectives and increase the speed and quality of initiatives.

Monitor the environment to assess whether and when changes occur that impact the digital ambitions. Evaluating the impact of digital business transformation strategy has within the organization, customers and industry ensure the organization has the agility to reset strategy and plans reflecting the transformation is a journey not a destination.

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BIBHAS SEN CHOUDHURI

AGM IT, NEOTIA HEALTHCARE INITIATIVE



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We are working towards “One Nation, One UHID”, as per the vision & mission of “NITI Aayog” in healthcare vertical, we are making our organization ready for adoption of business & functional processes coming up in near future.

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DEEPAK PANDA

HEAD - IT , UMSL



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The pandemic has completely changed the perceptions on IT in businesses of all sizes. The 2020 Pandemic has become an eye opener for all business leaders to think of ITmization of the entire business process. The 2021 Digital India’s focus will be more towards creativity, agility, customer focussed, mobility and security. As the digitisation need is evolving in organisation, there will be more digital initiatives but the budget will shrink. So, the agenda would be to deliver high value at a low cost. Pandemic has illustrated us how quickly an organisation’s strategy and IT need can change, so the preparedness would be the readiness to act quickly and decisively. Face-to-face business interactions are declined in the majority of the organisations now, some elements of social distancing will continue to sustain there. So, the focus would be the interfaces that will give experience the best communication system. More acceptance of cloud with business continuity assurance and secure platform to build an environment for the adoption to fast digital changes will become one of the key agendas for 2021.

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YOGESH KUMAR

HEAD OF IT & BUSINESS APPLICATIONS AND CISO, TATA ADVANCED SYSTEMS



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Keeping in view the recent pandemic situation, the agenda for 2021 has been twisted a lot, few of the consideration points are as follows:

- Implementation of technology to create sustainable and BCP ready infra
- No solution to be considered without Cybersecurity considerations. In-fact Cybersecurity to be considered as key parameter for evaluation of the solution
- Digital Transformation to be focussed
- Cost optimization
- Increase operation excellence through digital business

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HARIKESH MISHRA

CISO & ADDITIONAL GENERAL MAANGER (IT), JAYPEE GROUP



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The Digital India Initiative has unlocked new prospects for effective delivery of services well supported by mitigating the risk associated with information lying with ICT infrastructure being CISO of group vertical (which varies from manufacturing to hospitality, Construction to Education, Roads to Real estate).

We are intended to go with data classification solutions which would specifically help various silos of business to achieve GDPR compliance by helping to shape appropriate access controls over sensitive information.

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SANJEEV SINHA

PRESIDENT - DIGITAL TRANSFORMATION, INDIA POWER CORPORATION



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Digital transformation has indeed been fast tracked by most companies in India and we at India Power are no exception. India Power plans to bring all its customers under smart meters in the current year. Also, all distribution transformers are planned to be brought under monitoring mechanisms of IOT devices and 3-phase smart meters. The journey had started a couple of years back but is on fast track now to complete to 100%. With the entire network to undergo change to smart grid, the entire meter to cash cycle is expected to undergo significant change. Customers would get many more information with regard to their power usage so that they can optimize. The distribution company would also make significant changes to offer better customer services. Outages for example would not require to be reported. The outage management system in the network for example would identify, alert and support network engineers to minimize outage and

keep customers informed.

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