Old IT vs. New IT

**Old IT:** Rigid
- Concentrated on IT Projects
- Focused on IT Projects
- Planned to innovate was by redesigning or rationalizing IT architecture.
- In 2005 said the key way they built ties to customers was by improving their communication skills.
- Of CIOs strongly agree that they need to adapt their leadership style to get a go or no-go decision on an idea, they're more now than they used to.
- Of CIOs prioritize internal politics more than a lack of trust among the IT organization this year.
- Of CIOs plan to introduce new IT-led products or services for customers this year.

**New IT:** Customer-Facing
- Embraces "Non-Technical" Skills
- Highly Agile
- Focused on Business Outcomes
- New IT is helping CIOs shift to a "New IT" mindset, follow us on Twitter at vmwcioexchange
- New IT-led products or services for customers this year.
- Of CIOs prioritize internal politics more than a lack of trust among the IT organization this year.
- Of CIOs plan to introduce new IT-led products or services for customers this year.

**New IT - Top ways that CIOs are building ties to customers:**
- Customer relationship management software
- Customer service representatives
- Analysis of customer interaction data
- Web application
- Customer-facing contact center

**Old IT vs. New IT - Top Hot Technologies:**
- Database back-end
- Middleware
- Grid computing
- RFID
- Business intelligence
- E-commerce
- Hybrid cloud
- Big data
- Data warehouse
- IPO
- Mobile apps
- Cloud computing
- Internet of Things
- Cloud storage
- Data analytics
- Mobile printing
- 3D printing
- TD printing

**New IT - Agile:**
- A lack of communication about being agile:
- Of CIOs believe that they can't throw a quick team together to address the flexibility problems of everything from 3D printing to Grasp the Digital Opportunity.
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