IT trails business change

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IT departments are having problems responding to changes in business objectives, a recent survey of IT directors has found. To overcome these difficulties, IT directors should try to pay closer attention to corporate strategy.

Almost a third of IT directors face a major change in business strategy at least once a year, according to software vendor BMC's report. Although respondents said most adjustments have a major impact on IT, almost two-thirds felt a lack of communication about the changes meant that IT staff could not respond effectively.

The study indicates a chasm between IT and business managers. More than

⟳ **Whittaker: IT as business tool**

IT NEEDS PLACE ON THE BOARD

- A recent survey suggests many IT departments are not responding well to changes in business strategy.
- Poor communication about changes and a lack of IT staff at board level contribute to the difficulties.

a third of firms had no IT representation at board level, and half of respondents said technology strategy was not closely aligned with business objectives. IT directors might benefit from taking more responsibility for championing technology to improve business performance. Only 11 percent said their role was to provide a competitive advantage to their firm, and 38 percent did not see IT failures as a cost to the business.

BMC's Brian Whittaker said, "No wonder IT isn't on the board, if they're just there for back-office support. If something fails and it doesn't impact the business, you've spent your money unwisely."

➲ *Role of IT chiefs, p47* ➲ *Comment, p48*