

The Global CIO Point of View

The New Agenda for Transformative Leadership: Reimagine Business for Machine Learning

We surveyed 500 CIOs about the rise of automated decision-making and the growing application of machine learning.

1 CIO Responsibilities are Expanding to Lead Digital Transformation

To what extent do you agree with the following statements about your role?

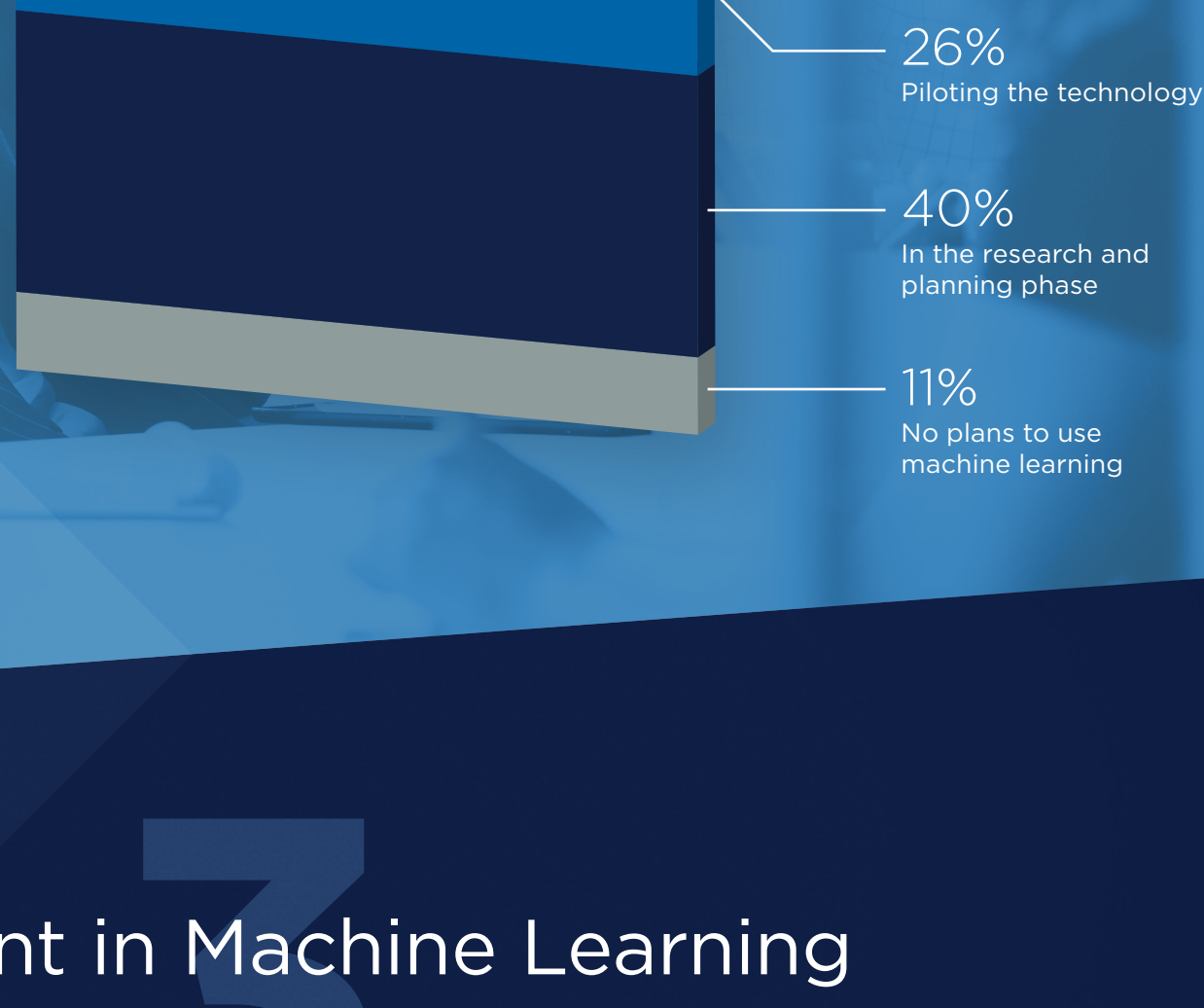
"Agree" and "strongly agree" responses combined shown.



2 Nearly 90% of CIOs are Using or Planning to Use Machine Learning

Which best describes your organization's use of machine learning?

Respondents could select one.

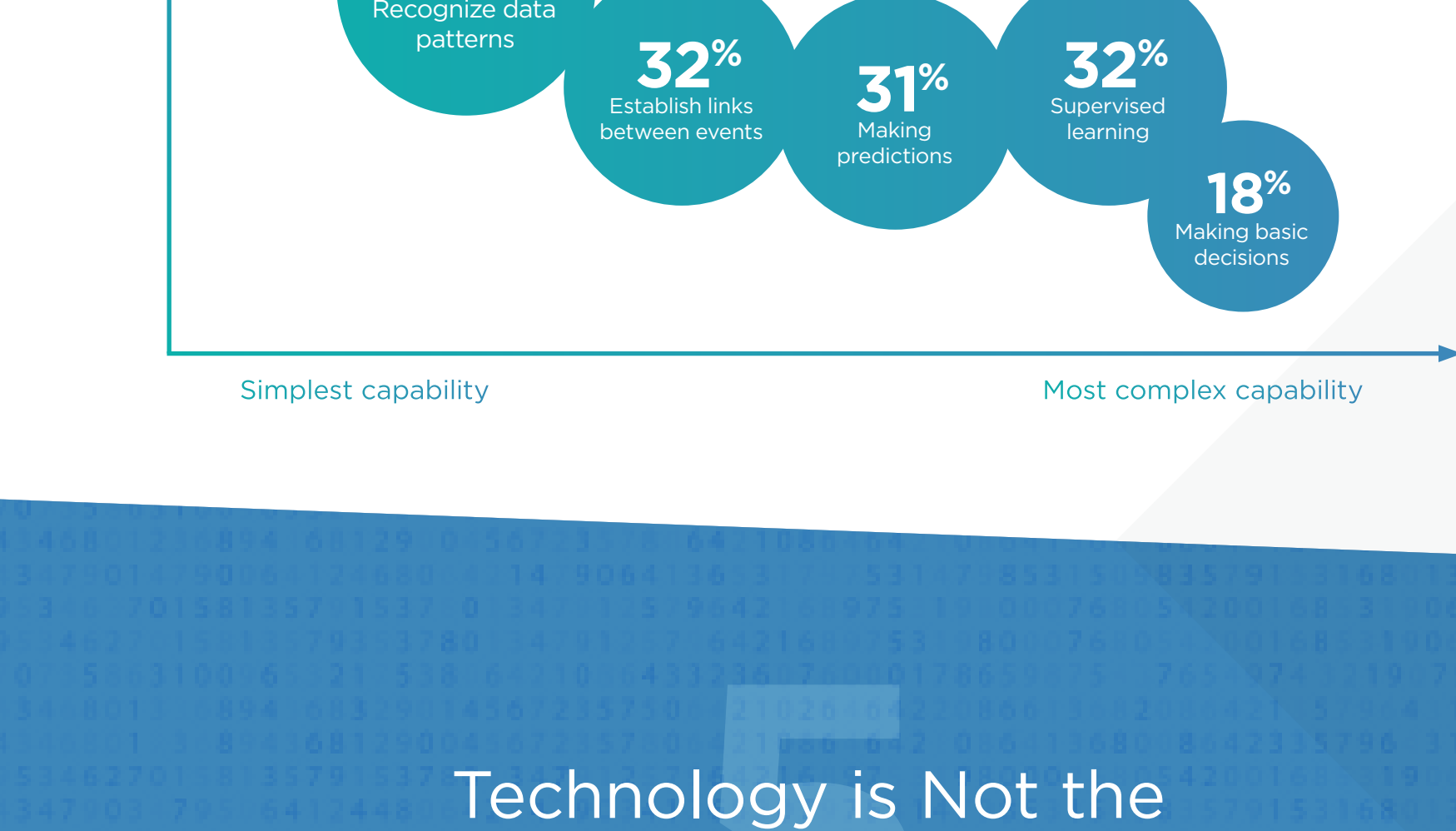


3 Investment in Machine Learning Will Increase Sharply in 3 Years

To what extent are you investing in machine learning, today and in three years?



4 Plans for Machine Learning Are Increasingly Ambitious



5 Technology is Not the Primary Barrier to Adoption

To what extent do the following factors interfere with the adoption and maturation of automated decisions at your organization?

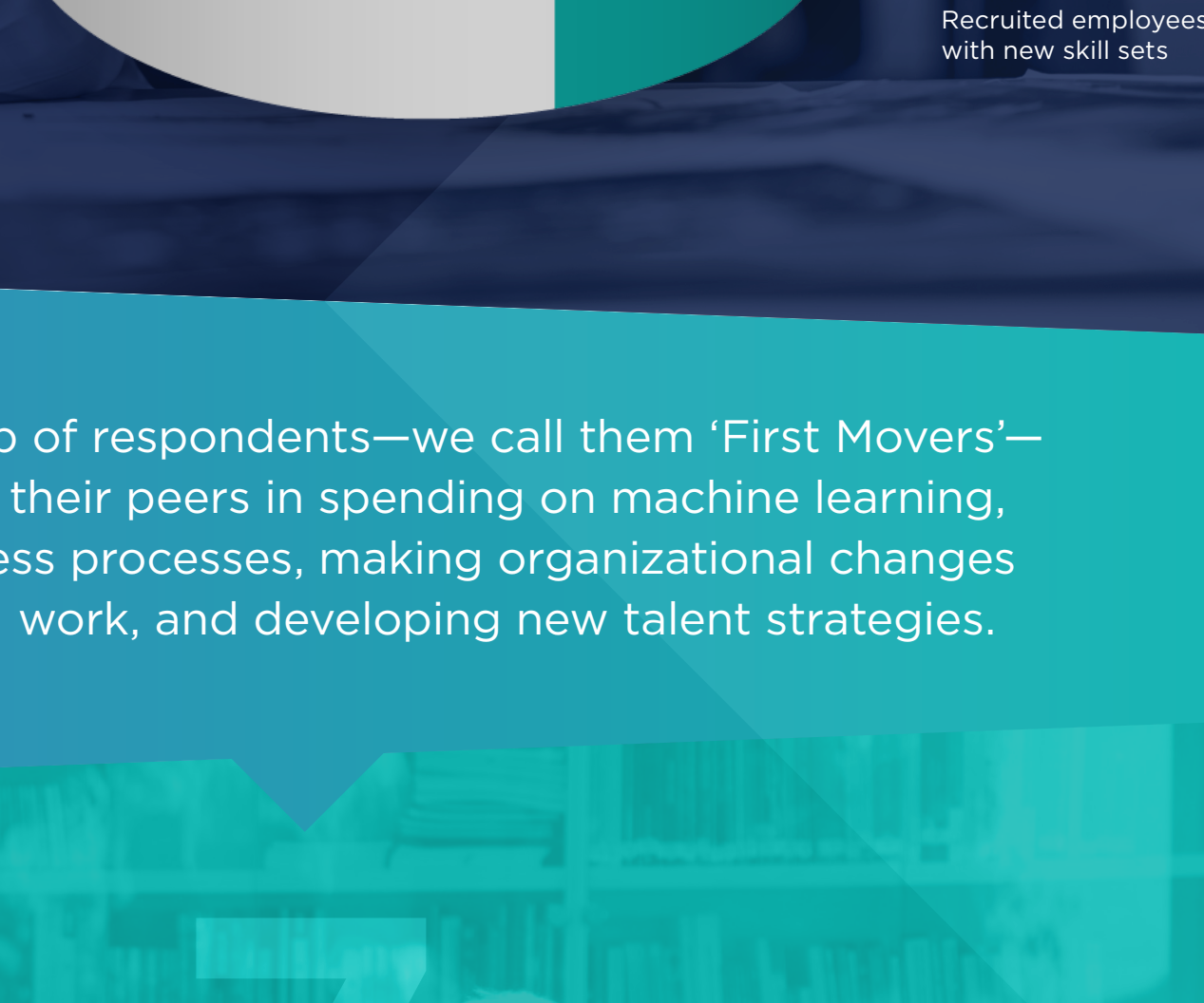
"A substantial barrier" and "A complete roadblock" responses combined are shown here.



6 CIOs are Beginning to Make Organizational Changes

Which changes, if any, has your organization made?

Respondents were asked to select all that apply.



We isolated a group of respondents—we call them 'First Movers'—who are ahead of their peers in spending on machine learning, automating business processes, making organizational changes to support digital work, and developing new talent strategies.

CIOs Should Take Cues From First Movers

First Movers have an edge on speed, profit, accuracy, and productivity.

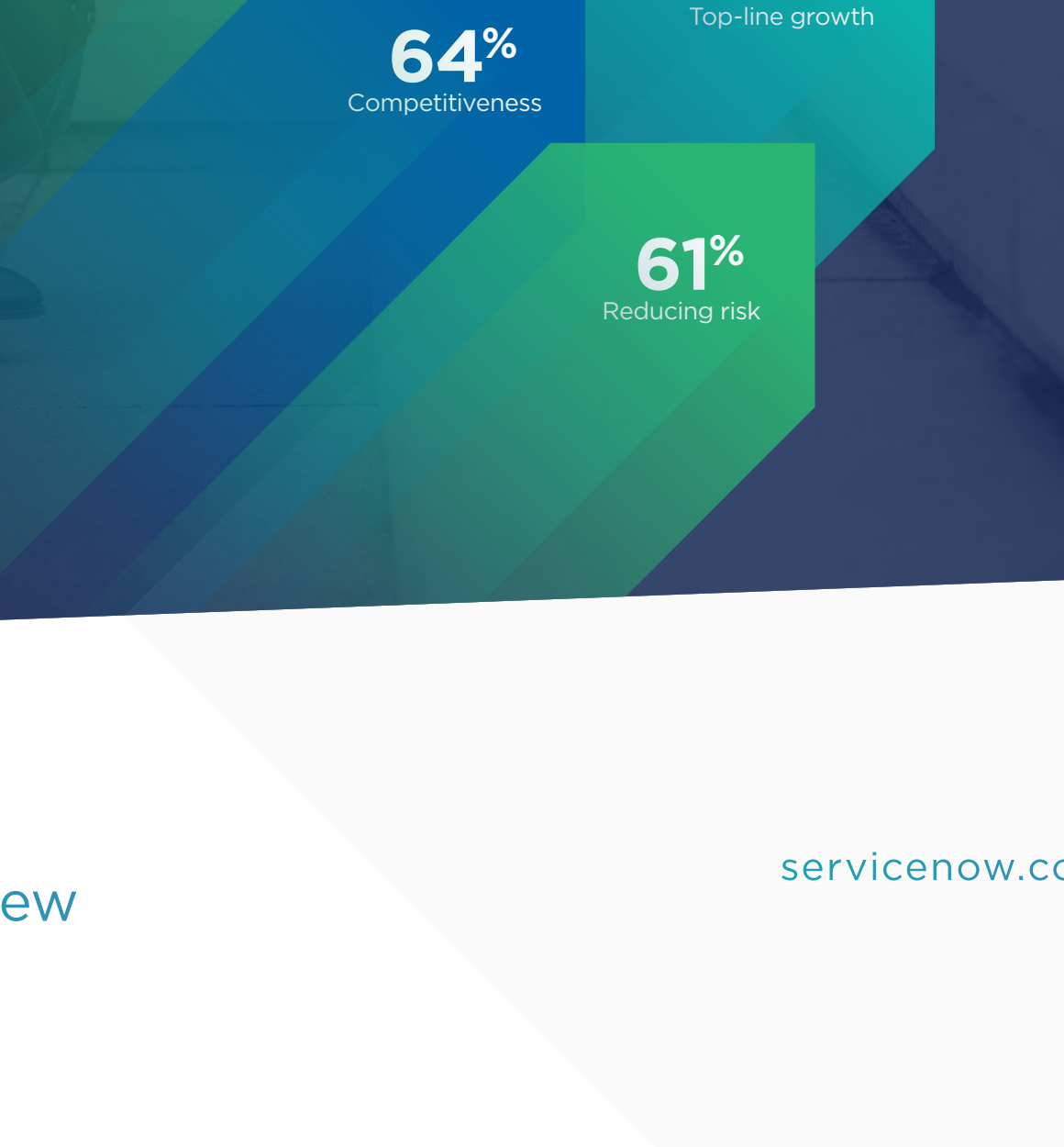
First Movers
Others



CIOs Expect Substantial Value from Decision Automation

To what extent do you expect decision automation to deliver value in the following areas over the next three years?

"Transformational value" and "substantial value" responses combined are shown here.



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