Creating a Strong Bond between CIO and Internal Customers

By Prem Kamble
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About the Seminar

This Seminar is a boon to the CIO. It aims to develop more IT-Aware Managers who can contribute to more effective and smoother change. This seminar covers just that what is required for top managers to be intelligent, constructive and understanding partner in the IT game.

This seminar recognizes that you as a CIO have a tough job cut out for you. You are dealing with a customer who has no time for you, but has all the bright ideas to suggest changes after the software has been delivered. Your CEO thinks that IT is to be blamed for every small problem that arises. Everyone in the company thinks that your IT folks are too finicky, too sensitive, too possessive and totally closed to new ideas. Expectations are sky high, but cooperation almost nil. And if IT fails, there is no one else to blame but you and your IT department. This seminar aims to change all this. It aims to change the way managers look at IT and the IT folks.

> *"This Seminar is a boon to the CIO. It covers just that what is required for top managers to be intelligent, constructive and understanding partner in the IT game."*

The seminar ensures better participation by managers by working on their subconscious fear of technology. It delivers just that what managers need to know not only to face IT Driven change but to be catalysts to change. The good news is that the managers need not know technology, they need to know people's perception of this technology, their behaviour under technological change and how to manage resistance to change.

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He started his career in IT and in less than five years was heading the IT function for a group of companies. His areas of interest are business and human aspects of Information Technology.

What is Unique about Us

Prem has very closely interacted with people and lived with them during the struggle of technological changes. He therefore knows their fears, discomforts, anxieties and frustrations particularly with respect to IT-driven organizational change. Their fears of lack of IT knowledge are genuine, but there is a gap in what managers think they need to know of IT, and what they should actually know. Prem has compiled over the last decades just that what the managers should know about IT to be effective, and presents it in a language simple for them to grasp.

What makes this presentation unique compared to most of the IT seminars is his 'out-of-the-box' thinking and a knack to see what is not so obvious. This skill is amply demonstrated in his various articles and blogs. He has published articles on InfoTech management in the country's leading magazines. He has done a deep analysis of the psychology of change from the industrial revolution to the information revolution, and believes that there is need to change our thinking from machine age to the IT age.

Who Should Participate?

Participants can be CEOs, CXOs, Business heads, Department Heads, Line Managers, etc. In other words, managerial staff cutting across all functions.

Whereas the program is useful for managers from all functions like Finance, Production, Materials, Procurement, HR, Admin, etc., it is equally useful for IT managers like CIOs, Sr. Mangers, Project Managers, Analysts, implementers, program managers and Trainers.

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This seminar also helps managers to set the right expectations from this technology. It addresses the common misconceptions, mindset and psychological issues. It is an eye opener for the managers to know that this technology, which we rave about and consider to be far superior to machines of machine-age, is in fact far inferior and far more demanding. This helps set right expectations and also to empathise with the IT professionals. It helps bring the two teams closer to form a solid team to face the perils of this difficult technology.

Why this Seminar?

Benefits for CIO

- The managers will learn how to collaborate rather than confront
- They will learn to empathize with IT folks
- CEOs will learn to take a more balanced view and be more effective change managers thereby helping IT projects
- Managers will learn not only to manage IT-Driven change, but to be a catalyst to change.
- With higher involvement and support from your functional managers and CEO, your solutions will be more effective and IT projects more likely to succeed
- The transition to your automated systems will be less stressful.

Benefits for Functional Managers

This training benefits managers personally – both in terms of their success in the company and their personal growth as professionals. Managers with IT awareness are in greater demand in the corporate world. There is already a great digital divide, Managers who are IT Aware and those who are not. The seminar will help them to be on the right side of the divide.

Managers will be able to better utilize technology without the frustrations and pains, which most managers go through. They will be able to interact with the IT folks more intelligently and thereby use technology more effectively to their own advantage.

Benefits for your Company

While it benefits the CIOs and other managers personally, it benefits the company too. Businesses are incurring heavy losses on account of failed implementations – leave alone the opportunity cost and productivity loss due to friction and frustration among senior managers. The seminar helps save cost through faster and more effective automation.

About Prem Kamble

Prem Kamble is a Computer Professional with MBA from IIM Calcutta and B.Tech. from IIT Bombay. He has passed Advanced Management course called "Energo Cybernetic Strategy" with flying colors from Germany. He has also attended self-development programs like Est, Forum, Advanced Course, SELP (Self Expression & Leadership Program), etc. organized by Landmark Education Foundation, USA which have helped him to develop a broader outlook and a different way of thinking.

He has successfully overseen technology transitions for over 25 years. During his career, he has been a keen student of Change Management, particularly the people and psychological issues of IT Management.

He has worked both as Software Delivery head in SEI Level 5 companies and as Head of Technology in manufacturing companies. As Head of IT in companies like Essar, Sutherland, Pidilite, Modi Rubber, etc. he has been extremely successful in developing and implementing computerized systems in the toughest of situations.

"There is a very subtle difference in the way we should look at computers. When we realize this distinction, there will be a marked difference in our comprehension of computers."

As Software Delivery Head in SEI Level 5 company, he created records of

- Delivering all projects on time
- Highest Repeat Orders
- Highest Resource Utilization