CIO Priorities for Responding to Coronavirus

Balance inclusionary actions with precautions to keep your people and operations running.
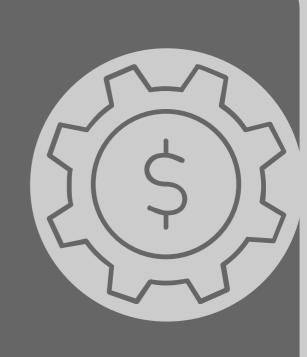
Keep workers connected

Technology can keep employees productive and connected. Ensure technologies can scale and support remote work, including collaboration tools, network connectivity, VPN access and video conferencing.

Support your operations

Support changing operational needs. Fortify core systems and infrastructure to handle more digital engagement (websites, mobile apps) and changing supply chain requirements. If needed, redirect IT resources from "grow the business" to "run the business" for the near term.

Keep your guard up for cyber threats

More remote work could mean more exposure to cyber threats. Don't lose sight of cyber risks; strengthen cybersecurity capabilities, and ensure that access policies and controls are continually updated and monitored.

Distributed software delivery

Leverage modern delivery models to keep teams productive. Even while working remotely, Agile teams can continue to deliver against software development goals.

Communications and team engagement

Increase team engagement. Communicate proactively and reassuringly in line with your organization's overall messaging; maintain team engagement with virtual stand-up meetings and sprint reviews.

Scenario planning

Plan for multiple scenarios. Identify cost reduction options based on the severity and duration of the disruption; reprioritize discretionary projects with focus on near-term value delivery and operational support; if necessary, be open to pausing work.