

### What We Heard

As we continue planning calls with interested companies, the following topics are top priorities and challenges we will put forward as potential discussion areas for the group.

#### Growth and M&A

- > High growth is not efficient, now focused on sustainable efficiency
- > Amassing technical debt as a result
- > Huge integration challenges for systems and culture
- > Diff levels of maturity in diff LOBs

#### Talent Management and Resource Constraints

- > Difficult to compete with bigger companies
- > Need skillsets focused on innovation
- > What to do with legacy skill sets
- > Have folks who have been with the company for 30 years resisting change

#### Digital Transformation

- > How companies are defining it and how it is different from what we are already doing
- > Biggest challenge is the culture change
- > Omni channel solutions for digital delivery

#### Cloud

- > Shift from CapEx to OpEx is significant
- > The mix of private and public
- > Migrating apps and quarantining legacy
- > Security concerns

#### Security

- > Cybersecurity is top of mind
- > Increasing audit and compliance requirements with growth
- > Board requirements are increasing
- > Internal employee errors (fishing)
- > Impact of cloud and IoT

#### Run/Maintain Versus Innovate

- > Shifting funding and resources from run to innovate in a resource constrained environment
- > Focus on IoT and automation

#### Other

- > Ensuring business and IT strategies are aligned
- > Defining, measuring and managing demand
- > Building an effective business case
- > Setting up global operations
- > Leveraging new delivery paradigms such as DevOps and Agile