



## Organizational IT of the Future: A Crucial Study for Business and Technology Leaders

**Overview:** The traditional IT approach has been for IT function specialists to make recommendations for business leaders to approve. However, with technologies like artificial intelligence, acceptable data use, ecosystem APIs, and cyber security, IT diffuses through organizations and the cloud. Business teams now make many of their own technology decisions without consulting IT.

In this research study, we will interview business and technology leaders like yourself to determine how organizations will structure, manage, and govern IT in the next five years. Your insights will help identify key technology capabilities such as capturing the business value of digital, making decisions about compliance, innovation, applications, AI, and other topics, and determining where responsibility for those capabilities will be in the organization. We plan to create a typology of organizational IT capabilities and responsibilities, and your participation is key to its success.

The initial output will be a set of slides and a short, written description of the typology. We will present the results to executive audiences and potentially write a research briefing and a management article.

**Confidentiality:** Your participation is entirely confidential. We will record and transcribe interviews only with your explicit approval. All interview data are confidential and available only to the research team; MIT confidentiality rules and procedures bind all. If we identify valuable quotes for publication, we will send quotes to participants so they can determine whether they are comfortable with attribution and review them for accuracy. Any publications that identify a participant will be with their approval. Any publications identifying participants' organizations will be reviewed and approved via the participants' corporate communication processes. Your privacy and comfort are our top priorities.

**Benefits to participants:** Participating in this research study can be a valuable experience for all involved. It allows you to reflect on and share your thoughts and expectations and then read how researchers with expertise in the domain area describe their practices. All participants will receive a copy of any materials produced. Importantly, there is no cost to participating organizations or respondents. Your insights matter, and we value your time and involvement. We want to make this a rewarding experience for you.

**Research team:** Drs. Alan Thorogood ([alant@mit.edu](mailto:alant@mit.edu)) and Stephanie L. Woerner ([woerner@mit.edu](mailto:woerner@mit.edu)), MIT CISR.

### Potential interview questions:

- What are the shared technology capabilities in your organization? Who owns them?
- What are the major forces changing who is responsible for organizational technology and data in your organization?
- Who will be held accountable in five years for realizing the business value of different types of organizational IT? What kinds of organizational structures and management roles will this involve?
- In five years, who will hire, develop, and manage technology people?
- How do you anticipate influencing and leveraging government, industry, or corporate standards for data, technology, roles, and job descriptions in five years?
- In five years, how will you measure the value corporations, business units, business teams, technology suppliers, and ecosystems realize?