



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

ICT and the Boardroom

Gerry Quinn

CIO/COO

Central Bank of Ireland

EUNIS Conference June 2011



-
- The Central Bank of Ireland is responsible for both central banking and financial regulation in Ireland.
 - The CBI:
 - Regulates approximately 14,100 entities;
 - Contributes to price stability and financial stability across the Eurozone;
 - Employed 1,226 staff at the end of 2010, up 17% from 2009;
 - The demands on the Central Bank have changed and increased significantly over the last three years.
 - These changes and increases are driving a transformation within IT
 - New CIO appointed – member of Senior Management Team
-

CIO Role in the Boardroom

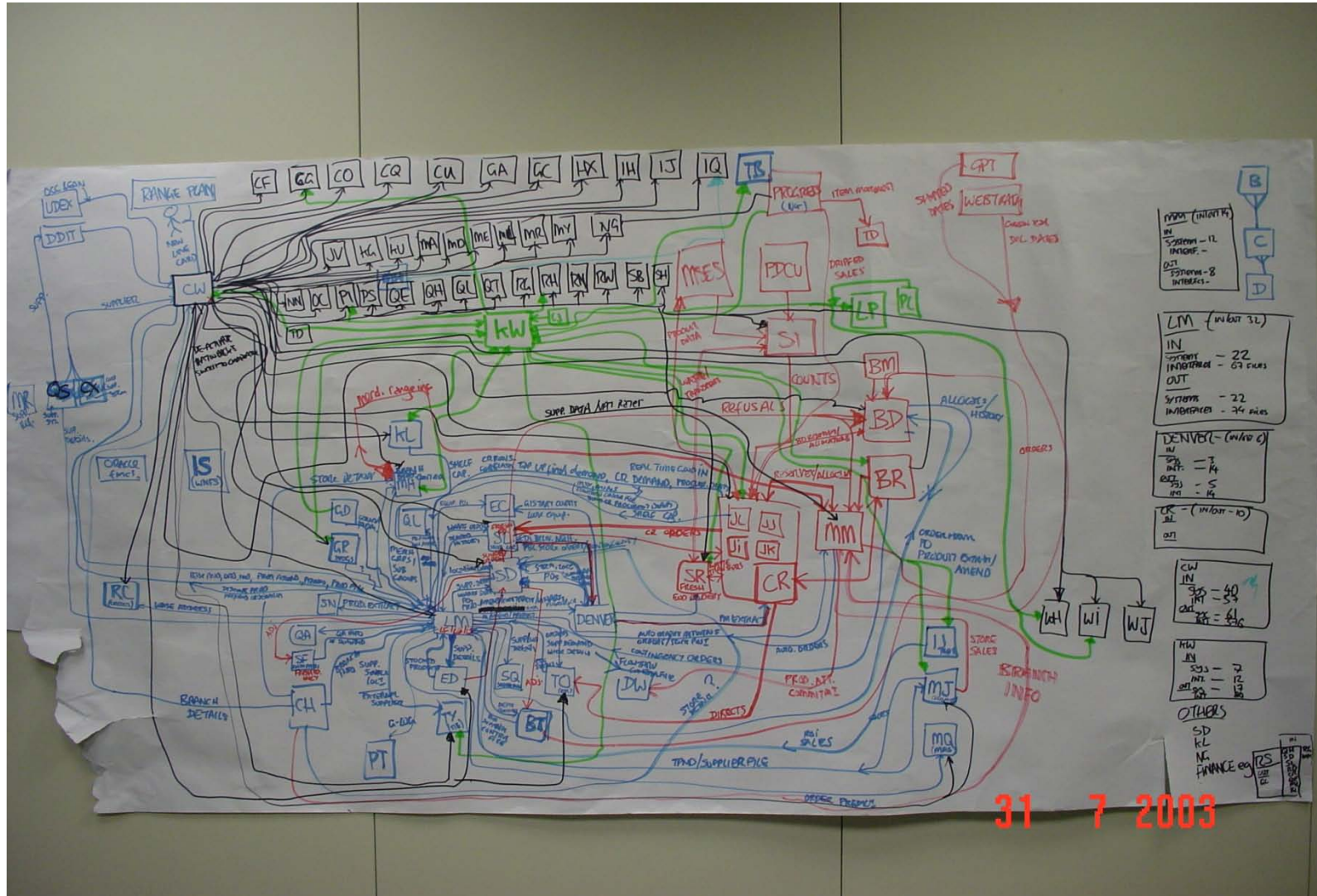
Chief Information Officer

**The Matryoshka CIO –
Managing Multiple
Responsibilities**



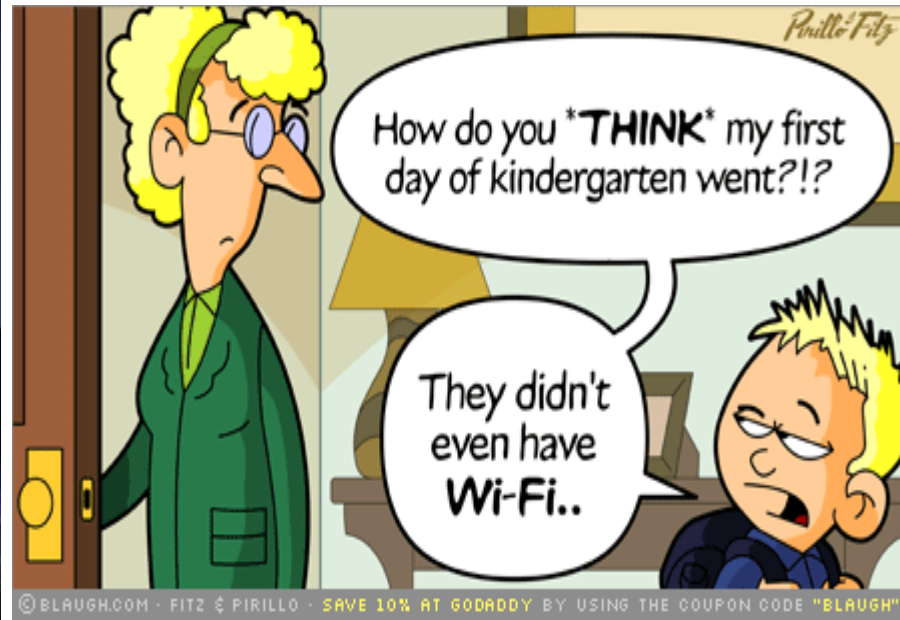
*Thinker, dealer,
Salesman, healer,
Policeman, foreman,
Money-man, chief...*

The Corporate Complexity



The Perceived Simplicity

- Consumer IT v Corporate IT
- Simplicity v Complexity
- Digital Natives v Digital Immigrants



Manage the Perception

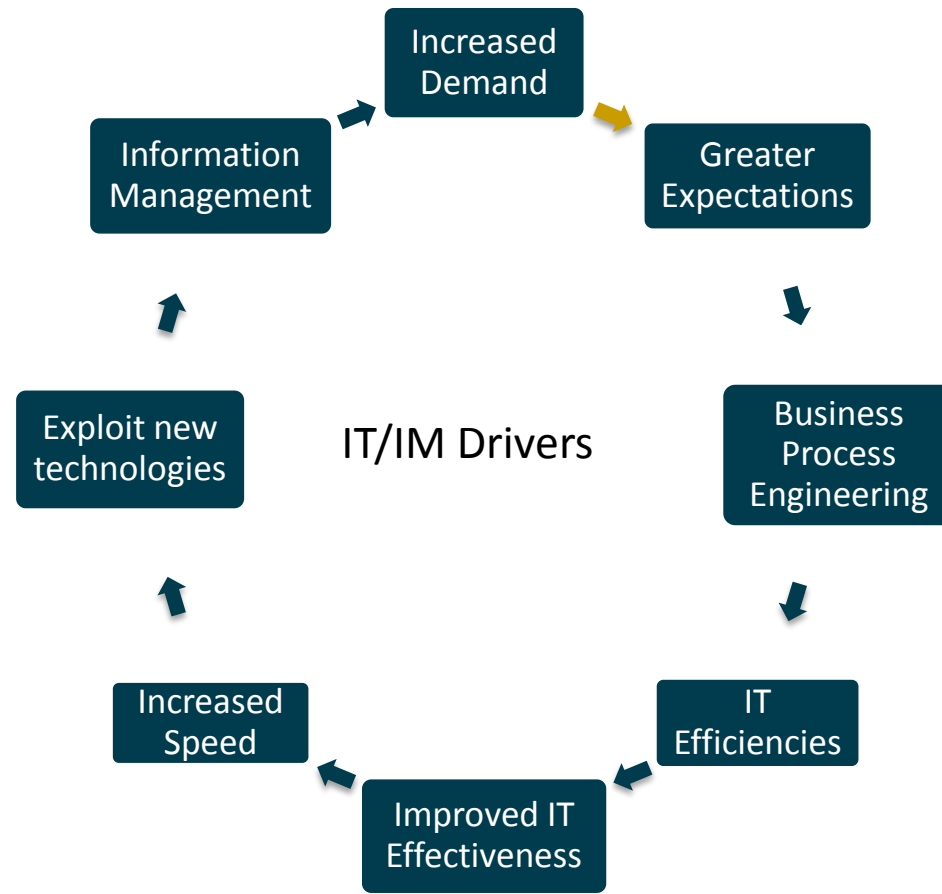


- Chief **Integration** Officer
- Chief **Innovation** Officer
- Chief **Investigative** Officer
- Chief **Identity** Officer
- Chief **International** Officer
- Chief **Improvement** Officer



- Chief **Inertia** Officer
- Chief **Inefficiency** Officer
- Chief **Impediment** Officer
- Chief **Irritation** Officer

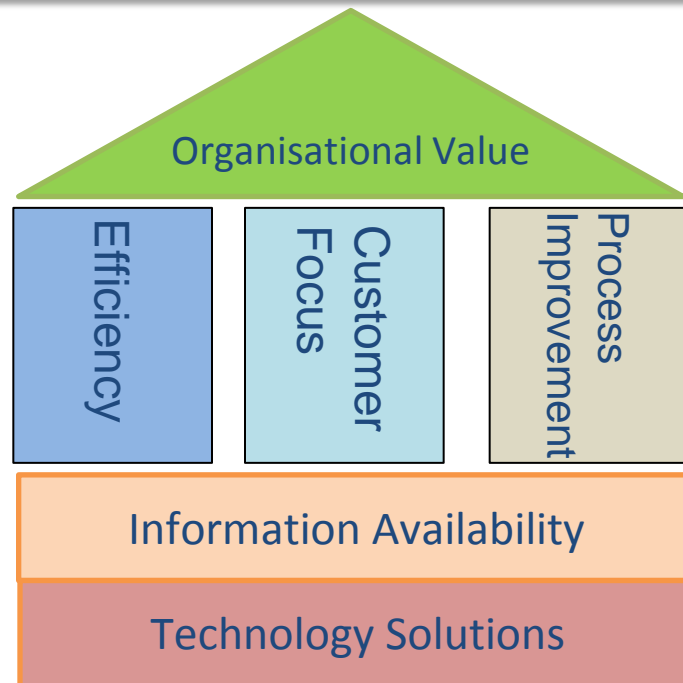
- **We have no choice is not a good business case**
 - *end of life, out of support, obsolete*
- **If you can't explain the value you will never justify the cost**
 - *although you may get the money*
- **Prepare to face the productivity question**
 - *they really don't trust you*
- **It will take twice as long and cost twice as much**
 - *they really don't trust you or the industry (they may be right)*
- **Be seen to challenge yourself then you can challenge others**
 - You have to build the credibility and deliver on it





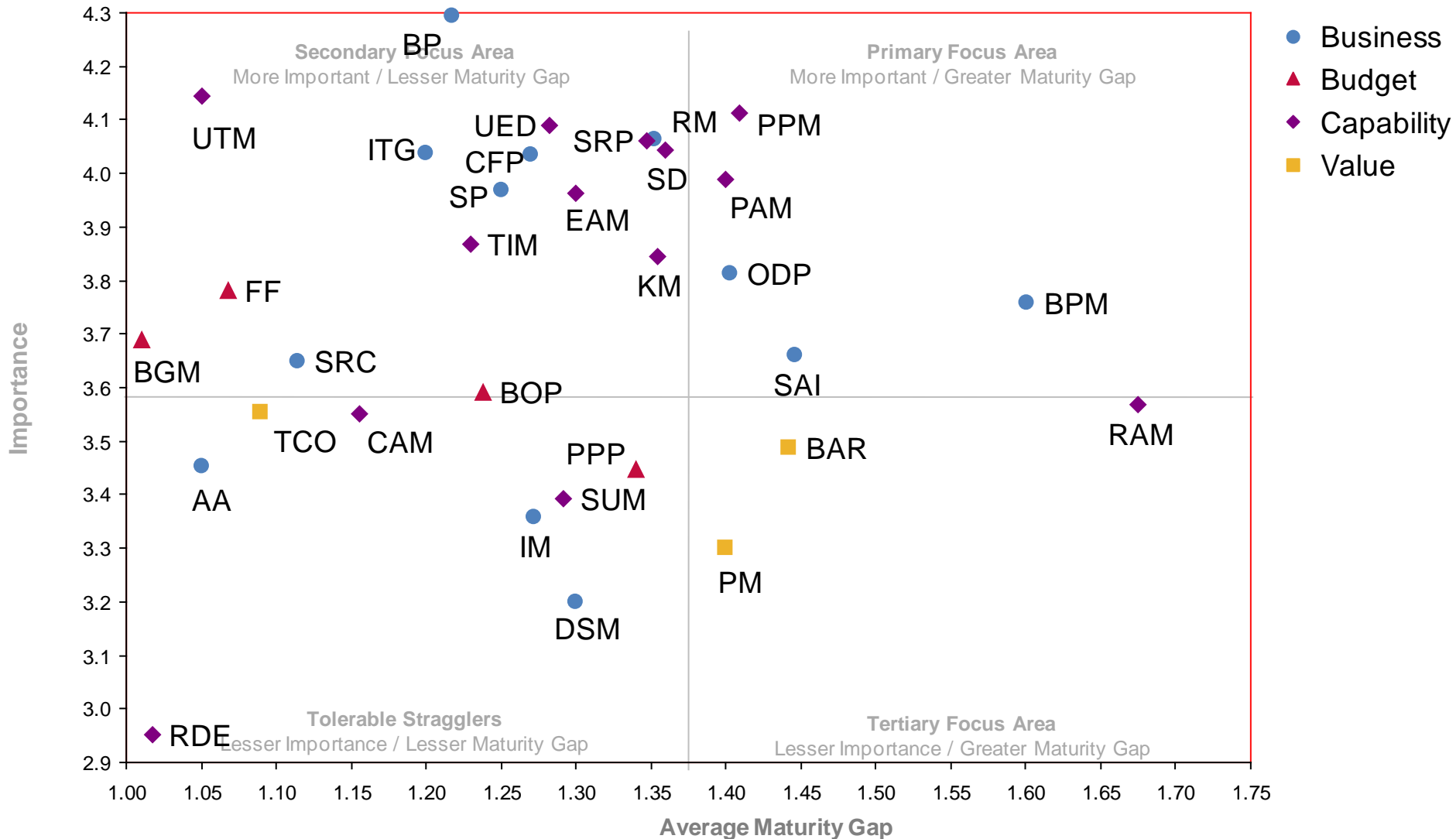
Vision:

Generating demonstrable Organisational Value through exceptional Customer Focus, Efficiency, Business Process Improvement and Information Availability underpinned by robust and flexible Technology Solutions



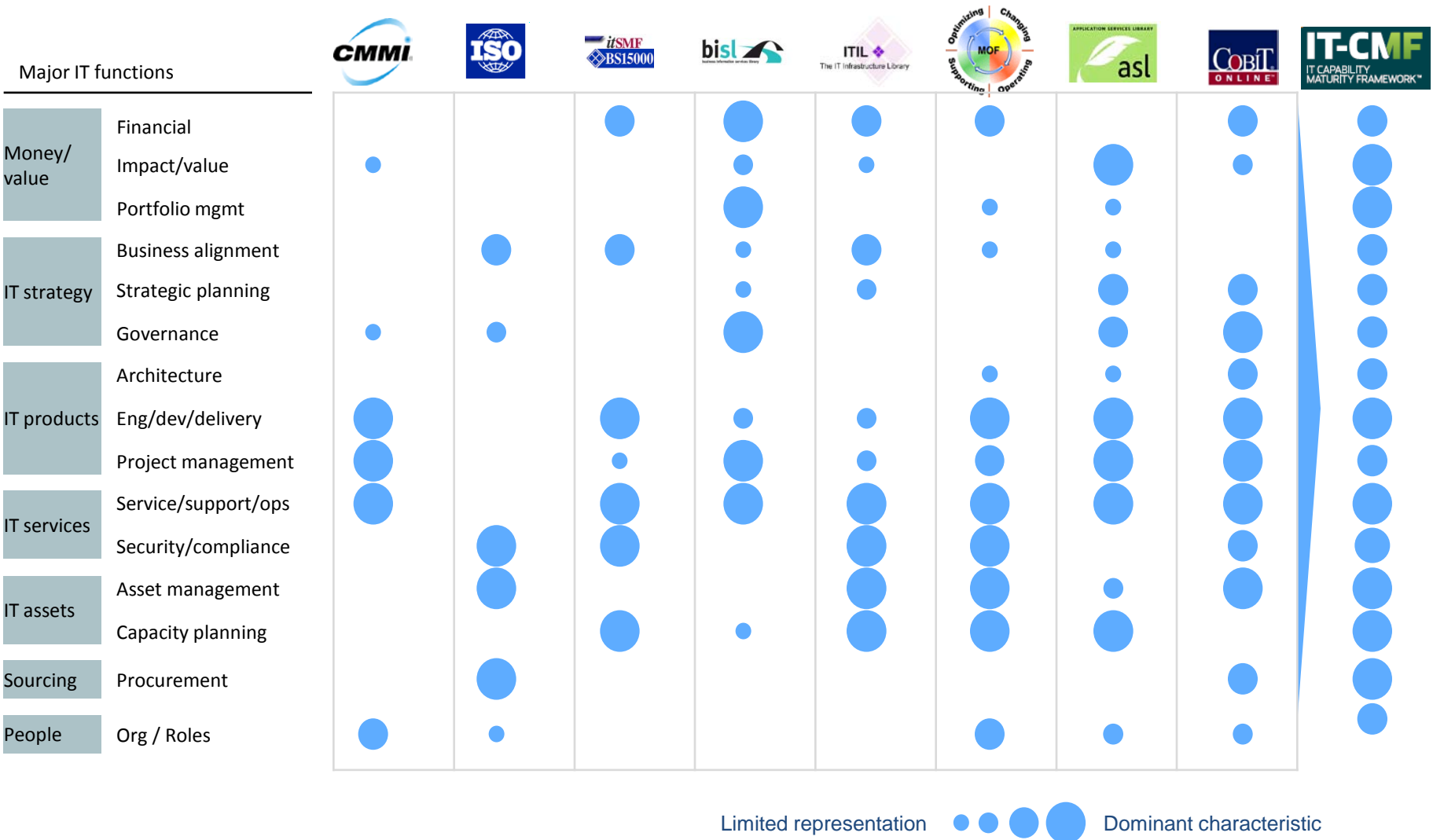
Explain the journey ... Use the Right Language

To the Board and Business.....



Use the Right Language... To the right audience

IT-CMF provides context to re-engineering processes through multiple execution frameworks.



'Guiding Principles'

- Service availability and reliability are **'table stakes'**
- **Reliable** and **Predictable** delivery is standard
- ICT **cost efficiency and productivity** must be visible
- ICT is a **key enabler** to business and business transformation
- ICT can and must make a **'measurable difference'**
- 'Gold plate' is not necessary but **architecture** is
- ICT is **part of the business** – act like that
- ICT must be **'thought leader'** and **'challenger'**
- ICT must deliver and enable **innovation**
- CIO privilege: **'Horizontal in a Vertical World'**
- CIO does not have a right to the 'top table' – **earn your place**

Questions?