

**Priorities**

**Compass**

**September 2022**

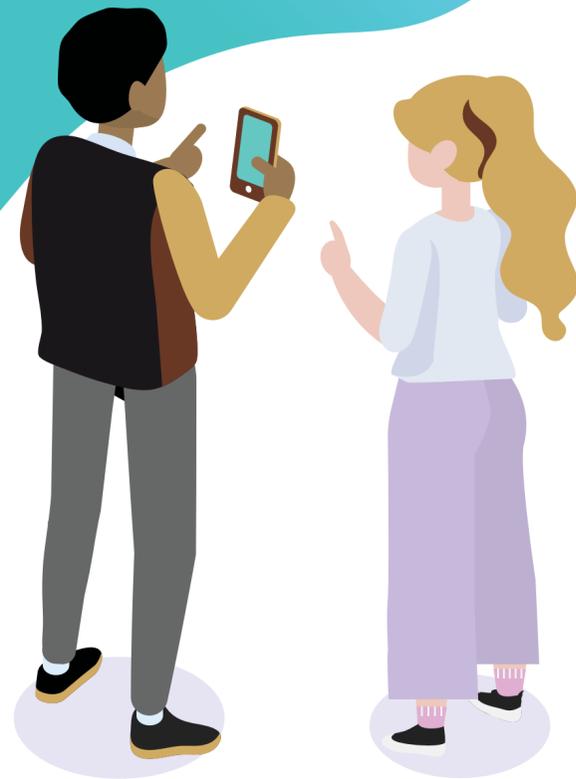


The priorities of Belgian CIOs and digital technology leaders



# Beltug Priorities Compass 2022

the annual survey of ICT decision makers



The major marks of a digital transformation are clearly visible on the list of priorities of Belgian ICT decision makers for the coming year. How do you ensure a successful cyber security strategy? How do you choose an appropriate IT architecture? And how do you handle data, as an organisation?

Digital technology is increasingly important for every organisation: companies, public authorities, hospitals, educational institutions, etc. Digitisation defines in large part the efficiency of business processes, the customer experience, the risks and the new opportunities. This means that the expectations placed on the teams responsible for digitisation are increasingly substantial.

## Cyber security is again a central concern

Cyber security topics remain at the top of Beltug's list of priorities. At the apex: a good IT security strategy. CIOs and their teams want a clear vision and direction. Within this context, it is critical to forge connections with the Board of Directors. Cyber security requires a different approach to risk at the highest levels of the organisation.

At the same time, all employees are involved in cyber security, which is why the 'user awareness' priority also scores highly on the list.

In a connected world, security requires a different approach. This doesn't only concern PCs and smartphones: traffic lights, buildings, machinery, drones and, soon, autonomous cars... are all connected via communication networks.

## A data policy is crucial

The Priorities Compass shows that members are very aware of the potential of their data. But they are equally aware of the complexity involved: data must be very high-quality, carefully managed, hosted in a well-thought-out architecture, and processed over an efficient and secure infrastructure. This leads to a whole series of questions, such as: what data do we have? Who can

and should have access to it? How can we securely share our data with third-parties?

And an additional challenge: the whole company must be committed to leveraging the potential of the data. This requires a real move to a data mindset, going far beyond a single person or team, leading towards a data-driven organisation.

The complexity of the contracts and the lack of transparency regarding licensing models make it difficult for IT decision makers to estimate (future) costs and to optimise their software management.

Unsurprisingly, we are receiving many questions on expected price increases for cloud contracts and IT sourcing, due to inflation and rising energy costs.

A key question is the impact this will have on the ongoing digitisation of our economy.

— Danielle Jacobs, CEO of Beltug



### The many question marks around IT architecture and cloud

The move to cloud applications and architecture has been a recurring priority for several years. How to develop a good strategy for the future IT architecture? What applications does the organisation want to transfer to the cloud, and which does it want to keep locally? These remain difficult questions to answer.

Furthermore, the choice of cloud vendor(s) the enterprise works with has significant repercussions on the future growth of the IT environment and the possibilities it could offer users. Several elements play a role in this decision: the cost, efficiency, security and reliability of the chosen option. The key issue that Beltug has been highlighting for years remains a concern: the dependence on a limited number of large cloud players and the risk of vendor lock-in.



### Belgian association of CIOs and digital technology leaders.

Beltug co-creates valuable content and events 'for users, by users', built on the shared expertise and priorities of our members – CIOs and digital technology leaders. We act as their independent voice to the authorities at the Belgian and European levels. Next to the citizens and the ICT providers, we ensure the business users are heard.

### 5G

With the network auctions behind us, companies want to know the plans of the telecoms operators. This is a top priority for infrastructure and telecommunications managers.

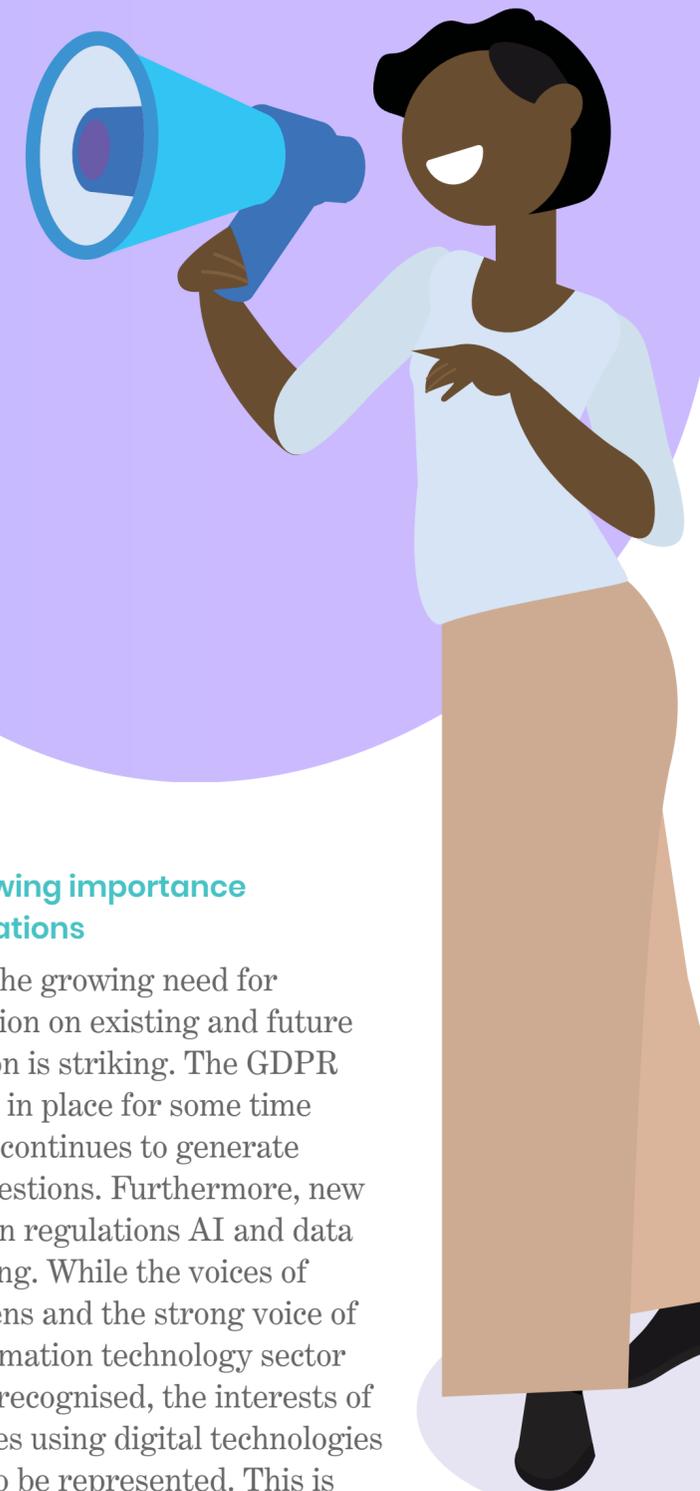
Also the topic of Indoor Coverage is high on their list.

### ESG (Environmental, Social and Governance)

For software purchasers, sustainable supply is a must. On the one hand, there are challenges in terms of the sustainability strategies many enterprises have adopted; on the other hand, new European regulations on ESG (environmental, social and governance) reporting will take effect in the coming years. In these ESG reports, there is a clear link between digitisation and energy consumption, cyber security, privacy, etc.

### The growing importance of regulations

Finally, the growing need for information on existing and future legislation is striking. The GDPR has been in place for some time now, but continues to generate many questions. Furthermore, new European regulations AI and data are coming. While the voices of the citizens and the strong voice of the information technology sector must be recognised, the interests of companies using digital technologies must also be represented. This is why Beltug devotes a lot of time to consultation with the Belgian and European authorities. ▶



Let's talk numbers.

378  
respondents



CIOs

Infrastructure &  
Telecom Managers

CISOs

## A mix of different profiles with different priorities'

Public and  
private  
organisations

Vendor Managers

Different sectors

National and  
international  
companies

IT Architects

DPOs



Our action plan and initiatives are  
supported by the entire community

We have a good overview of the issues that concern CIOs and digital leaders today.

The high number of respondents and the many topics about which the IT decision makers would like more information and interaction, confirm the need for a community like Beltug.

IT decision makers see Beltug as an independent platform where they can share their knowledge and collaborate with each other. This supports them to make informed decisions for their own organisations.

— Ann Guinée, communication manager

## Top-20

Priorities ranking

