

PRIORITIES COMPASS

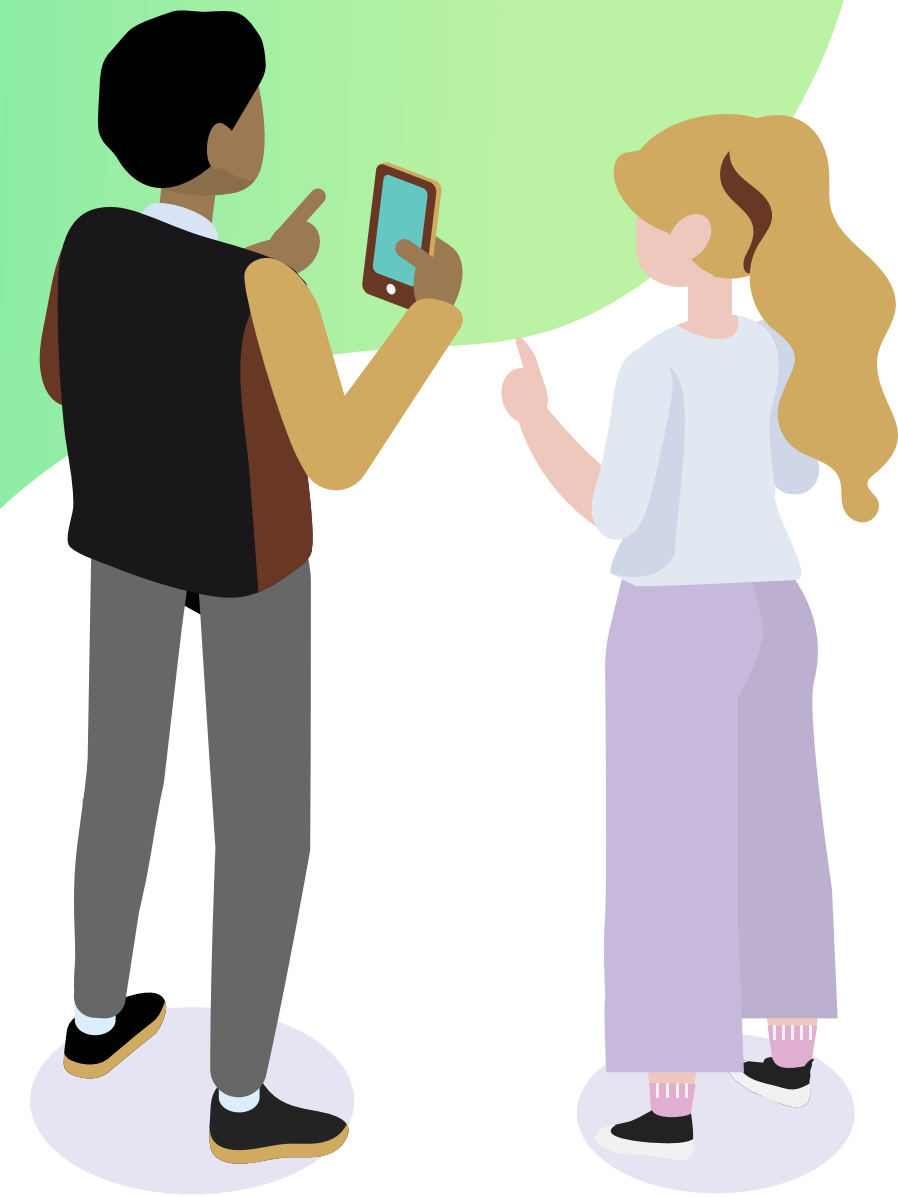


The priorities of
Belgian CIOs and
their teams

September
2023

Beltug Priorities Compass 2023

the annual survey of ICT decision makers



Artificial intelligence (AI) is the top priority for Belgian ICT decision makers for the forthcoming period. Furthermore, the role of the Board of Directors in the organisation's digital strategy is more important than ever.

Every summer, Beltug identifies the priorities of its members: CIOs and digital leaders. This year, 338 people participated in the survey, which covered over 50 topics. This makes the Beltug Priorities Compass one of the most important indicators of the concerns of large Belgian companies, hospitals, knowledge institutions, universities and public entities.

Artificial Intelligence (AI) gained momentum over the past year, partly due to the launch of ChatGPT. AI has made a breakthrough among the general public, but also and above all in the business world. Beltug sees this trend reflected in its member survey: AI has been catapulted to the top of the priority list. 'AI in your IT environment' and 'Acceptance and awareness of the acceptable use of generative AI' are the two most frequently mentioned priorities, both by over 45%.

Data policy becomes even more critical with the rise in AI

This situation has further increased the relevance of organisations' data policies. The Priorities Compass shows that organisations are very aware of the potential of their data. But they are equally alert to the complexity that goes along with this: data must be high quality, carefully managed, hosted in a well-considered architecture, and run over an efficient and secure infrastructure.

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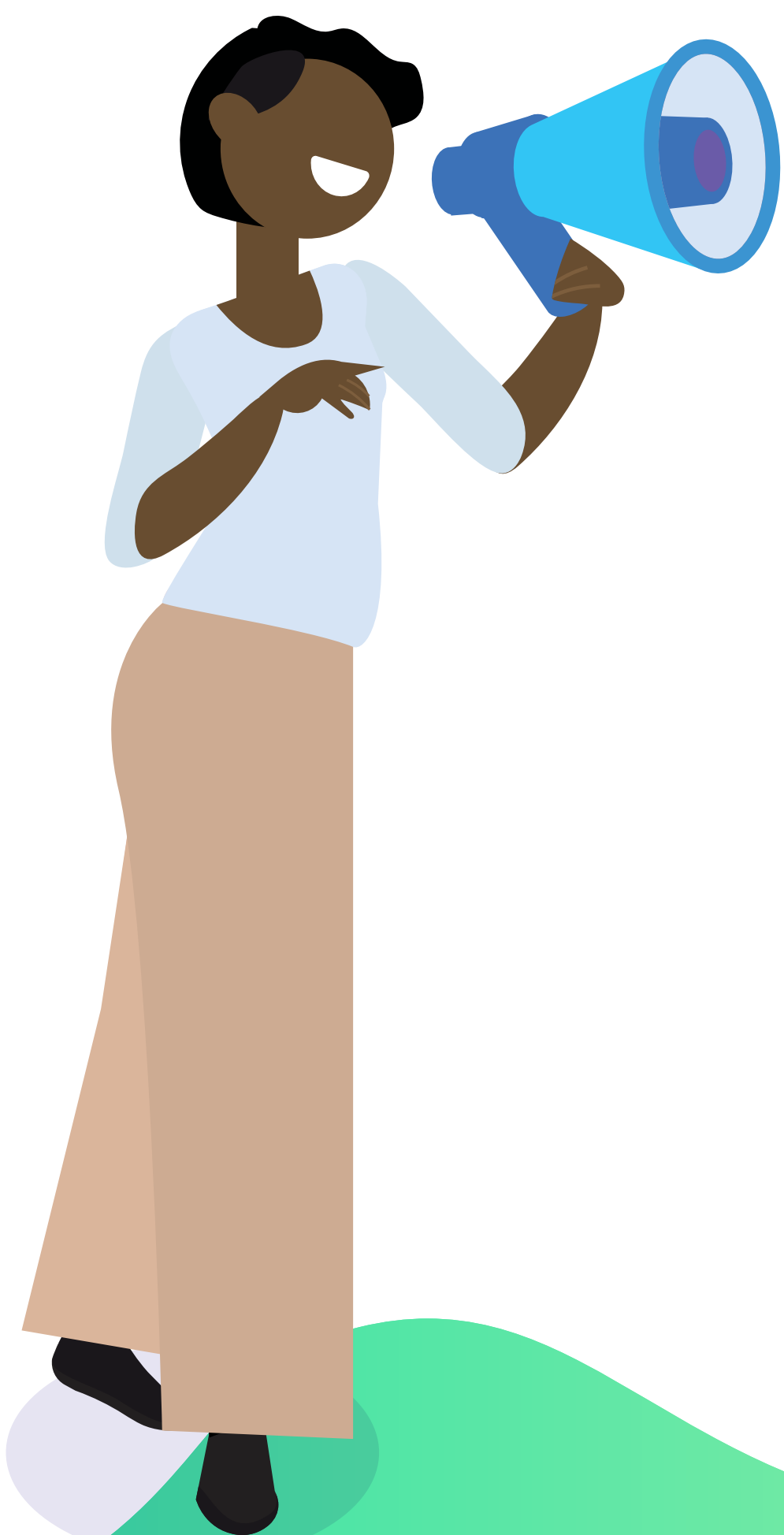
data policy and management: what data does an organisation have? Where is it kept? Who can and should have access? How can we securely share this data with other parties? Furthermore, many organisations are concerned about data security and privacy in the cloud," explains Danielle Jacobs, CEO of Beltug. "Data is an increasingly important element in international competition between companies. It determines who will win the digitisation wave. That is why there is a need for clear, fair and practice-oriented rules on access to and use of data within the European market. We are eagerly awaiting the European Commission's data and AI legislation."

One key issue that Beltug has been highlighting for years continues to be a concern in this survey: the dependence on a limited number of cloud players for architecture and IT services, which creates a risk of vendor lock-in. Legislation is also needed in this area. Our members expect Beltug to provide further information on existing and upcoming legislation.

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— Danielle Jacobs, CEO of Beltug





Cyber security remains high on the agenda

A solid IT security strategy remains an absolute priority. CIOs and their teams want a clear vision and direction. At the same time, they wish to involve all staff in cyber security, which explains why ‘user awareness’ is again at the top of the list. Ann Guinée, Communication Manager at Beltug, explains: “Managing a cyber incident is now amongst the top-10 priorities. Our recent market survey shows that half of Belgian companies still have no

action plan in place in the event of a cyber incident. Beltug is in intensive consultation with the Centre for Cyber Security Belgium, the national authority that reports to the prime minister. We are working with them on the transposition into national legislation of the NIS2 (aimed at increasing cyber security in around 3,000 organisations with a ‘critical interest’ in Belgium) and the launch of SafeOnWeb@Work, a series of initiatives intended to improve cyber security in the work place.”

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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.



Boards cannot remain on the sidelines

In addition to strategy, Boards of Directors are responsible for an organisation’s risk management. It is necessary to comply with legislation, for example on privacy and data, but Environmental, Social and Governance (ESG) reports also intersect with digitisation at multiple points. Furthermore, topics such as the accessible use of AI and strategic choices in terms of cyber security cannot be overlooked.

Thus, how an organisation manages digital technology is more than ever a question for the Board of Directors. Beltug members therefore want to focus on ‘KPIs and measurements to report on applications, security, network performance (also at Board level)’ in the coming year. This is an important new trend that has become a top-10 priority.

Let's talk numbers.



338
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**

Top-20

Priorities ranking

