

CYBER MEDIA

ENTERPRISE AWARDS 2010

BROUGHT TO YOU BY: **CIOL** | **DATAQUEST**

Date & Venue: 9th September 2010, ITC Grand Maratha, Mumbai

Questionnaire



Instructions for your help

Welcome to this year's nomination tracks for CIOL ENTERPRISE AWARDS 2010 in association with Dataquest. CIOL in association with premier IT magazine Dataquest will recognize and reward excellence among CIOs in these Annual Awards that have honoured path-breaking CIOs since the last seven years. These Awards have always been seeing a tremendous response from the CIO community.

If you have deployed and implemented any technology that has enabled your organisation become more efficient and competitive, you have a stake in Success, Leadership Qualities, Business-Technology Understanding, People Orientation and Performance through Pioneering and Innovating Efforts, then these are the pillars of the Awards. The Awards reckon excellence of CIOs in enabling their organizations to become efficient and competitive. The Enterprise Awards recognize and reward excellence among CIOs of enterprises and follow a **broad turnover classification of - above Rs 1000 crore and below Rs 1000 crore across verticals**. Each of these categories will have three awards, which will be named as Champion CIO , Gold CIO & Silver CIO. Apart from the above mentioned awards there will be another set of awards in the the new-age relevant categories – Innovator, Delivery Execution, Ecosmart CIO and Operational Excellence Awards.

Here are some guidelines to help you cruise through the nomination process smoothly:

1. This questionnaire can be filled in by any CIO representing an enterprise with a turnover over Rs250 crore.
2. **The last date of submissions is August 1, 2010.**
3. Shortlisted submissions would be subsequently asked to fill a follow-on CEO Questionnaire.
4. Please articulate your points as clearly as possible. Illustrate with data rather than abstractions. The questionnaire has been intentionally left open-ended to encourage articulation rather than presenting tabulated data. Make sure you provide quantitative justification for any project for a award category.
5. Overall scores to determine CHAMPION CIOs. CIOs are selected for Champion, Gold and Silver categories based on overall picture that Section A portrays to the jury. Individual sub-categories are evaluated through information presented in Section B as per the award criteria. Each award in this Section has a different angle and jury assessment perspective.
 - 5.1: Sub Category 1: Innovator award seeks to recognize exemplary pioneers who have set foot ahead of their peers on a new technology or an application. This is given to an individual leader who has demonstrated the ability to be an early successful adopter of an innovative technology, a business process or any other solution that was innovative for your business.

5.2: Sub Category 2: Delivery Execution award dissects deep into the implementation aspects of any project and will pick out winners based on all facets of an IT initiative ranging from time, costs, requirement adherence, real-time problems etc.

5.3: Sub Category 3: Operational Excellence award is only for a CIO representing a captive BPO/KPO/IPO center or non-captive center. We take a step ahead this time and include the often forgotten IT captains of captives in our radar this time. Here, we recognize the operation excellence that they have brought in for that particular center.

5.4: Sub Category 4: Ecosmart CIO award is for those green chaperones and environment trailblazers who have made a visible difference by adopting a green-conscious IT approach. The resultant value should be sustainable, business-relevant, environmentally significant and tangible for achieving candidature here.

6. Answer Section B according to the award category you would like your project or achievement to be nominated for. Your project could qualify for more than one category. IF so, please fill out the details accordingly. Section A should nevertheless have all the general information requested. Answers provided in Section A Part 4 can be used by Jury as per their discretion to assess candidature for any of the awards.

7. Please feel free to submit any information about any IT projects, strategy or initiative that you would like to be considered in context to the awards by the jury.

8. What's new this year? CIOL is associating with KPMG as its Knowledge partner. There are new award categories to watch out for. Questionnaire and nomination assessment would also see some fresh tweaks.

9. Please include a 4 inches x 6 inches good quality business photograph of the CIO/ nominee with identification data behind the photo.

10. For any clarification or queries regarding nominations, you can contact Mr. Srinivas Rasoor at 09845039237 srinivast@cybermedia.co.in at Bangalore or Ms. Pratima Harigunani at 09887006999 at pratimah@cybermedia.co.in

QUESTIONNAIRE FOR
CIOL ENTERPRISE AWARDS 2010 in association with Dataquest

PART 1: Introductory Information

Name:.....
Designation:.....
Reporting to: Name..... Designation.....
No of people in IT Team:.....
Career Experience:.....
Past IT Stints/Roles:.....

CIO Information : (Attach profile mentioning reporting relationship)

Corporate Information : (Attach corporate profile)

Organisation:.....
Industry Sector:.....
Turnover:.....
Postal address & Registered office:.....
Email Contact:.....
Phone Contact:.....

Planned Yearly IT Budget:.....
Recent IT Spend amount (and areas):.....
Investment horizon:.....

Please list the top 3 challenges your technology can help address or partially address for your organization?

- 1 **Grow revenue faster**
- 2 **Lower the TCO**
- 3 **Retain customers using enhanced analytics, & other retention strategies**
- 4 **Compete effectively in the marketplace**
- 5 **Any other**

IT Profile/History/Portfolio/Infrastructure of your organisation in brief: (You can attach a separate introductory document here if preferred)

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Supplier Related Information : _____
[Name key IT suppliers including consultants to the organization]

Key IT Partners/Suppliers:
.....

IT Products/Investments in operation:
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Team Size and Roles:
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PART 4: Section A

Please note that the information provided here can be used for adjudging Champion/Gold/Silver CIO awards

1. What was the MOST SUCCESSFUL IT Implementation done by your organization during April 2009 - March 2010. Describe the technical details of the implementation and how you measured the success of the implementation?

2. With reference to the implementation, illustrate the planning stage of the project - how did you go about it? What business needs were identified? What was the time period from the identification of the business need to the execution of the project?

3. With reference to the implementation, add information on:

- a. What were the business/functional needs addressed with the implementation?
- b. How were the business goals aligned with the project?
- c. Elucidate the impact of the implementation with reference to the quantitative and qualitative benefits to the organization.
- d. What were the risks/challenges associated with the project?
- e. Describe the scenario post implementation.
- f. List the metrics by which you arrive at the RoI (Return on Investment).

4. If you were to sum up and point out three key arguments as to how this particular IT endeavour stands out for a recognition, what would those be?

- a).....
- b).....
- c).....

5. Did this pursuit or project impact any of these areas (and how)? List down quantitative performance scales wherever and as much as possible.

- a) Your organisation's competitive edge:
- b) Better business processes:
- c) More favorable user experience:.....
- d) Better Customer Deliverables/Experience:
- e) Faster time cycles:
- f) Fewer errors or discrepancies:.....
- g) More efficient manual engines:.....
- h) Cost benefits:.....
- i) Revenue impact, if any (top-line or margins-bottom-line or pursuing new market/customer-segments?):.....
- j) Any other value-addition:

6. How is this initiative different (and more deserving) from similar projects undertaken by your industry peers in the same areas?

7. What was your role as the IT captain (and also your team's role) in this?

SECTION-B

*This section is comprised of sub-categories based on individual award classification. Please answer according to the award you wish to be adjudged for. **Please note that the information filled in some questions here can be used for adjudging Champion/Gold/Silver CIO awards too.***

Sub-category 1:

Best Innovator Award: *(Innovator award seeks to recognize exemplary pioneers who have set foot ahead of their peers on a new technology or an application. This is given to an individual leader who has demonstrated the ability to be an early successful adopter of an innovative technology, a business process or any other solution that was innovative for your business)*

- 1. Have you been ahead-of-the-curve in using a new technology or platform? What made you go for this new technology? Or have you applied any existing technology in an innovative manner? What innovation-ingredient has you/your team brought in?**
- 2. What risks did it entail? How significant or serious were these and how did you address them? What investment you made to go for this new tech?**
- 3. Was there a barrier of convincing others here? (Top management or users?) How did you tackle that part? / How did you advocate / sell the idea across stakeholders (within the organization) before getting the go ahead to execute the project? What were the challenges and how were they overcome?**
- 4. What were the early-adoption advantages and lessons learnt?**
- 5. How did you innovate on an existing technology or solution with reference (unusual application of technology, uniquely different solution, etc.) to the above project? Please describe in detail.**
- 6. Provide any quantitative indicators of your success here that you have tracked so far (and also the ones you expect on the lifecycle horizon)?**
- 7. What pain points did this new technology promise to address? How does this solve your pain point?**
- 8. How will this adoption impact the company's revenue/business/process (provide figures in support)?**
- 9. How sustainable and unique is this advantage in your industry vector?**
- 10. Give a comparative glimpse vis a vis pre-implementation and post-implementation scenario?**

Sub-category 2:

Best Delivery Execution Award:

(Delivery Execution award dissects deep into the implementation aspects of any project and will pick out winners based on all facets of an IT initiative ranging from time, costs, requirement adherence, real-time problems etc.)

Append quantitative support for all questions as much as possible.

1. How has an IT project performed on these criteria?

- a) Maintaining time-discipline and meeting the deadline milestones.....
- b) Minimal impact on existing business processes, minimal disruption.....
- c) Resource utilization
- d) Team performance and congruence.....
- e) Overall project execution and management.....
- f) Observance of all the required processes.....
- g) Uptime and downtime ratio.....
- h) Migration or transition handling.....
- i) Smooth Go-Live experience.....
- j) Software overhauls, application performance and cross-integration to existing infrastructure.....

**2. How did the project manage controlling cost-creeps and scope-creeps?
How was quality managed and delivered?**

3. Did it accomplish clear and consistent user-requirement guidelines?

4. Were there any implementation potholes that you navigated smartly? Describe.....

.....
...

5. The top 3 challenges encountered while conceiving, selling and executing this initiative?

Sub-category 3:

Best Operational Excellence Award

(This award is only for a CIO representing a captive BPO/KPO/IPO center or non-captive center. Append quantitative support for all questions as much as possible. This award will recognize the operation excellence that they have brought in for that particular center. Other sector CIOs please refrain from answering this.)

Brief about the project you wish to nominate here for operational excellence:

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How did your project stand out on areas of Operational excellence?

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If the project involved integrating external stakeholders into the organization’s network, elucidate the business context for this integration? What were the challenges and how were they overcome?

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How does the operational excellence derived thus align with/add value to overall business engines?

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Sub-category 4:

BEST Green IT Award

(Green IT award is for those green chaperones and environment trailblazers who have made a visible difference by adopting a green-conscious IT approach. The resultant value should be sustainable, business-relevant, environmentally significant and tangible for achieving candidature here.)

1. How has your IT strategy or this project contributed to environmental responsibilities and green-consciousness?

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2. Any measurable impact on carbon-footprint?

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3. Pre-project and post-project assessment of your organisation's carbon fat (provide quantitative support)?

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4. Long-term highlights on fighting carbon malaise?

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5. Any special milestones or regulatory medals that you would like to cite here?

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6. The top 3 challenges encountered while conceiving, selling and executing this initiative?

PART 2: Terms & Conditions

- *Shortlisted nominations would be followed by a questionnaire for CEOs.*
- *Please note the two-year moratorium for winners. If you have won any award last year, you or your organization can not participate this year.*
- *Also do mention and highlight any information you wish to remain confidential. CIOL would use the information only for internal award selection process and in some cases, for our editorial support. If you prefer any information submitted by you to be completely under wraps, please specify. Any key internal data that you would prefer not to be published or used for editorial purposes, should be marked accordingly..*
- *If you require to seek corporate approval/ sanction, please do so, before you submit your nomination. Nominations, once submitted, cannot be pulled back for want of corporate approval, submitting additional information, retracting submitted information or any other such cause.*
- *Non-disclosure: The employees of CIOL and Cyber Media and the team working on the awards promise not to divulge any information contained in the nomination questionnaire. Filling up the nomination form is not tantamount to sharing information with the media unless you have given permission to publish data for the reader's benefit.*
- *CIOL would however retain the freedom to check the veracity of the information presented here by contacting the organization's CEO, senior management, consultants, IT staff, business users, business partners, or suppliers. The exact context and content thereof may or may not be revealed to these parties.*
- *CIOL would retain the right to ask for additional information or clarification from the nominee. Co-operation from the nominee would be highly appreciated.*

ALL THE BEST!

Send the filled-in forms to :

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