Submission Form: IDC Turkiye CIO Awards 2020

> ### *Category Definition and Qualification*
>
> Through IDC Turkiye CIO Awards 2020, IDC honors the IT heads who envisaged, conceptualized, and successfully implemented a special ICT project that brought about tangible results for the organization in question.
>
> This year, IDC Turkiye will recognize the excellence of IT leaders from Turkiye through seven categories of awards: Best Innovation, Best Change Management, Best IT Governance, Best Business Enablement, Best IT Cost Efficiency, Best Customer Experience, Future of Work and Best CIO.
>
> To be eligible for IDC's IT Excellence Awards, nominees need to fulfill the following criteria:
>
> - Nominees must hold a position of CIO (or equivalent) within a company based in Turkiye.
> - Nominees must have led, within the last 12 months, the implementation of an innovative IT project, which should be thoroughly described in the nomination form.
> - Nominees must have demonstrated outstanding skills and efforts in the following fields: innovation, change management, IT governance, business enablement, and cost efficiency.
>
> The evaluation of nominations and selection of finalists will be independently undertaken by a multidisciplinary team comprising global IDC executive leadership, regional IDC Insights expert analysts, respected academics, and Turkiye's technology industry thought

IMPORTANT NOTE:

This document must be used as the unique template for your submission. Please supply us with all the necessary contact information outlined below and then answer all questions in the spaces provided.

All nominations must contain fact-based information and should not include marketing messages or branding information. All questions from the nomination form need to be answered.

Please note that examples from a unique project should be used throughout the questionnaire. IDC encourages short, sharp answers that provide clear insights into the results achieved by the selected project, rather than into the complexity or cost of the project. The nomination form must be submitted prior to **September 4, 2020.**

Contact details of the nominee:

Name:	
Title:	
Company:	
Postal address:	
City, Country:	
Telephone:	
Mobile:	
Email:	

INFORMATION ABOUT A SPECIAL IT PROJECT

Please describe a special IT project that illustrates your CIO's leadership and vision.

1. Name of project and date of implementation

2. Summary of project

3. What were the main drivers for the implementation of this project?

4. What challenges were faced during the project lifecycle?

5. How did this project specifically address local challenges?

6. Was this project initiated locally?

7. What results were achieved by this project?

PROJECT METRIC – INNOVATION

Please explain why this specific project can be considered as an important innovation that benefited the organization and its clients/users.

1. Why should this project be considered innovative?

2. How did this innovation impact employees within the organization?

3. How did this innovation impact clients/users?

4. Will this innovation lead to any follow-up initiatives (inside or outside the organization)?

PROJECT METRIC – CHANGE MANAGEMENT

Please explain what steps the organization took to ensure that changes were smoothly and successfully implemented to ensure lasting benefits.

1. How did this specific project require extra effort in relation to change management?

2. What change management efforts were developed for employees in relation to this project?

3. What change management efforts were developed for clients/users in relation to this project?

4. How did this project implementation affect your organization's daily operations?

PROJECT METRIC – IT GOVERNANCE

Please explain how the decision-making and implementation processes of this project reflect on the nominee's vision in terms of IT leadership and organization of the IT staff.

1. What was involved in the decision-making process for this project?

2. How was portfolio management used to evaluate, prioritize, and select the project?

3. Please illustrate the involvement of employees/end users in any IT strategy around this project.

4. How is the contribution of IT to achieving business goals being measured and monitored?

PROJECT METRIC – BUSINESS ENABLEMENT

Please explain how the IT strategy and the business objectives/missions are linked in your organization, and outline what the benefits of this IT project have been for your organization's operations.

1. Please describe what processes ensure the alignment of the IT strategy with the business objectives/missions of your organization.

2. How does this project address a major business objective/challenge?

3. What value was brought to the LOB by this project in terms of revenue, market share, quality of service?

4. What value was brought to the LOB by this project in terms of productivity/efficiency?

PROJECT METRIC – IT COST EFFICIENCY

Please explain how this project helped your organization achieve its financial target: what has been the impact on IT costs? How did it help the organization to reduce operating costs?

1. Please explain how this project resulted in improved cost efficiencies for your organization?

2. What was the overall cost of this project?

3. What has been the impact of this project on operating costs?

4. How long did it take for your organization to reach a break-even point?

PROJECT METRIC – CUSTOMER EXPERIENCE

This category recognizes the effort of enterprises to transform the customer experience at critical points of interaction. Key measures of project success include improvements in customer engagement and/or aid in customer acquisition and retention efforts, including (but not limited to): Event-based/'moment-of-truth' marketing

- Relationship lifecycle management
- Segment-tailored product suite (Generation Y, HNWI, mass market, etc.)
- Customer relationship management
- Loyalty programs

1. List initiative/s or project/s in the area of Customer Experience Transformation in the past 12 months. Describe each in as much detail as possible including the objectives, features, technologies, challenges, implementation process etc.

2. Describe the Business Impact of the Customer Experience Transformation initiative/s or project/s. Please provide clear business outcomes achieved as much as possible including any quantifiable outcomes. Compare the outcomes to objectives/goals set up at the outset of the initiative.

3. Key stakeholders involved and their contribution.

4. References e.g. Links, documents, or related content of this project/initiative.

PROJECT METRIC – FUTURE OF WORK

Beyond COVID-19, organizations around the world are adopting "Future of Work" strategies to increase employee productivity, satisfaction, streamline processes as well as cut costs. Organization across Turkey have made significant strides in using technology and realigning processes and operations to meet the needs of its employees and make them more productive. To recognize the outstanding Future of Work projects and leaders, IDC is launching its first IDC CIO Awards Future of Work Categories, which will also create a platform to share best practices and innovative approaches to shared challenges, while helping to accelerate organizations' ability to adopt Future of Work solutions across the region.

What Types of Projects Can be Nominated for the Future of Work Award Categories?

IDC is seeking applications from Future of Work projects and initiatives from organizations from Turkey that are currently being piloted or are fully deployed. Projects must therefore be in some phase of implementation as opposed to theoretical ideas or signed projects that have yet to be started. Specifically, we are looking for best practice examples of innovation in the area of Future of Work with a focus on the use of technology (cloud, platforms, analytics, IoT, AI, AR/VR, mobile solutions) and data, unique process design, and/or employee involvement.

What are the Future of Work Award Categories?

1. Future of Work - Employee Experience

To make your employees happy at work is a strategic priority, with impacts ranging from successful talent retention to increased productivity. In this category, IDC will assess:
- The project's demonstrated impact on employee well-being
- The ability to measure employee experience quantitatively
- The role of transformative technologies supporting the employee experience

2. Future of Work - Metrics and KBIs

New organizational structures and ways of work demand new way how to measure employee performance. In this category, IDC will assess:
- The innovative KPIs and KBIs that organization has adopted to measure employee performance
- The special attention will be placed on the ability to measure innovation, collaboration, and innovative measures of productivity.

3. Future of Work - Borderless Organization

The borderless organization enables companies to effectively collaborate and utilize ecosystem of partners and collaborators. IDC will assess:

- The project's impact on ability to orchestrate cooperation between company's employees and other collaborators.
- The impact on the ability to acquire talent in agile manner, facilitating the peaks in demand.

4. Future of Work - Working Facilities

The working facilities, both virtual and physical are key to employee productivity as well as wellbeing. The transformative effort in this category can also bring in considerable savings. In this category, IDC will assess:

- The project's impact on employees' working environments, ability to reinforce the synergies between virtual and physical environment.
- The proven impact on productivity, cost, and employee experience.

5. Future of Work - Automation

The automation is a key facet of Future of Work. Companies are trying to utilize new algorithms and technologies to help them to substitute human work with automation. In this category, IDC will assess:

- The project's impact on costs, speed of delivery, elimination of error.
- The effectiveness and speed of implementation.
- The complexity of process being automated.

6. Future of Work - Human Machine Collaboration

Human machine collaboration, supported by AI and robotics technologies, is becoming increasingly common across organizations. In this category, IDC will assess:

- The proven impact of project on productivity of employees.
- The innovativeness and uniqueness of technological implementations.
- The positive impact of augmentation on employee experience.

7. Future of Work - Talent Management

The talent management is crucial for success of the organization in in times of increasingly tight labor market. In this category, IDC will assess:
- The project's impact on organization's ability to orchestrate all facets of talent management into single, cohesive whole.
- The proven impact on HR efficiency, policies, and day to day operations.

8. Future of Work - Reskilling

The reskilling enables companies to retain and develop talent, gaining crucial advantage in the labor market. In this category, IDC will assess:

- The project's impact on reskilling practice within organization, ability to develop needed skills in quick and efficient way
- The role of technological solution in reskilling processes.
- The impact of project on staff retainment via reskilling for automated processes

Nominated Future of Work Project Details
All fields are mandatory to complete your submission.

Name of nominated Future of Work project or initiative:	
Number of employees of organization in which nominated project or initiative is implemented:	Fewer than 500 500–999 1000–4999 5000-9999 10000 or more Don't know
Which Future of Work award category does the nominated project or initiative fit under:	☐ Employee Experience ☐ Automation ☐ FoW Metrics and KBIs ☐ Human & Machine collaboration ☐ Borderless organization ☐ Reskilling ☐ Talent Management ☐ Working facilities
Please describe the project. In no more than 600 words please provide details on the problem the solution addressed, the solution deployed, the specific technologies used, the key stakeholders involved in the project, how the project was funded, what stage of deployment the project is at and achieved outcomes to date.	
Total IT Spend (Euro) over the lifetime of the Future of Work project or initiative	☐ Less than $50K ☐ $50,000K – $99,999K ☐ $100,000K – $499,999K ☐ $500,000K – $999,999K ☐ $1M – $4.9M ☐ Greater than $5M
Length of time to complete project or initiative	☐ 12 months or less ☐ 1 to 2 years ☐ 3 to 4 years ☐ 4 to 5 years ☐ 5 years or longer
Suppliers and Partners (Please list all technology suppliers as well other partners such as universities, foundations etc. Specify if these partners provided in-kind or other funding, and the role they played in the project):	

APPENDIX

Please supply details of two people who our judges may contact for references:

Reference 1	
Name:	
Company:	
Telephone:	
Mobile:	
Email:	

Reference 2	
Name:	
Company:	
Telephone:	
Mobile:	
Email:	

Please provide key highlights of the nominee's career and IT experience. CVs accepted.