Forbes CIO



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Latest From The CIO Network Editor

These are turbulent times in America and executives are having to navigate uncharted waters. Among the challenges CIOs are facing is how to keep supporting large numbers of

people working from home while at the same time managing a safe return to offices and

other corporate locations. To explore this delicate balancing act, I recently hosted a Forbes

video discussion between Atish Banerjea, the CIO of Facebook, Kim Anstett, the CTO of information-management-and-storage company Iron Mountain, and Nikolaj Sjoqvist, the chief digital officer of Waste Management, which handles waste collection, disposal and recycling. Several things stood out in the conversation, which you can view in this post. One was the question of how to make remote workers feel less like second-class citizens. This is a big focus for Facebook, which has forecast that half of its employees could be permanently working from home by 2030. Banerjea said the company has built online tools to help remote workers tap formal and informal knowledge networks effectively and is aiming to

The tech leaders also talked about how they have collaborated closely with C-suite colleagues on projects to boost resilience. Anstett, for instance, used an agile development approach to help Iron Mountain's HR team build a dashboard of critical data about its remote workforce in record time. The issue of how to engineer a safe return to work is top of mind. Sjogvist said his team has been working with Waste Management's facilities department to redesign offices in

ways that meet social distancing requirements. It's also looking at steps such as adding

cameras in conference rooms specifically to monitor the number of people gathered in

create far more immersive videoconferencing experiences.

them. As America reopens for business, we'll continue to report on strategies CIOs are employing—and the lessons they are learning—along the way. Thanks for reading and do please send me your tips, thoughts, questions and ideas for future issues at mgiles@forbes.com. You can also follow me on Twitter and on LinkedIn.

Technology & Innovation



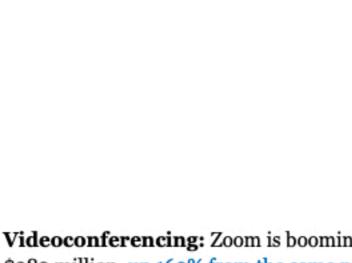
Senior Editor, CIO Network

Martin Giles

Yet new research based on interviews with 350 IT decision-makers and C-suite

Suite

faster.



Read The Full Story → Videoconferencing: Zoom is booming, with the company reporting first quarter sales of billion this year. Keep an eye on Loom too: The video-messaging startup that's valued at

Cybersecurity's Greatest

Insider Threat Is In The C-

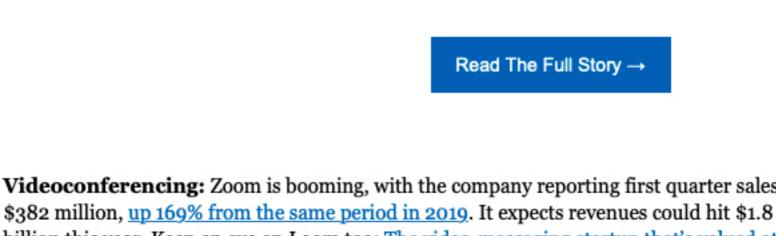
executives found that more than three

quarters of CEOs have bypassed internal

security guidelines in a rush to get tasks done

Top managers are prime targets for hackers.

Take On Role Of 'Chief **Empathy Officer' In Response** To George Floyd Protests



\$350 million is also benefiting from a massive shift to remote work.

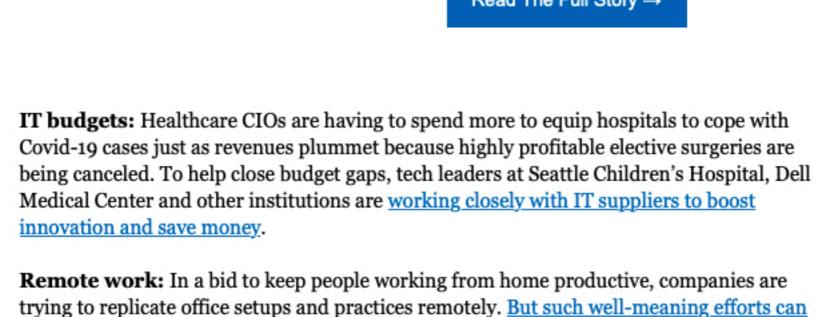
Cloud computing: Like many other tech leaders, Jay Ferro, the CIO of concrete

manufacturer Quikrete, says the cloud has helped his company adapt fast to a Covid-19

Leadership & Strategy

world and the flexibility it offers during the pandemic is finally winning over skeptics.

fearful of what the future holds. Read The Full Story →



dent productivity and cost businesses a fortune.

Pandemic Accelerates Need

To deal with a more uncertain world, tech

are great at working across corporate silos

and are used to rapid change. "One of the

learning agility," says KeyBank's CIO Amy

most important skills for us to have is

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leaders are increasingly looking for hires who

Tim Cook And Other CEOs

As demonstrations over racial inequality

sweep across America, C-suite leaders need

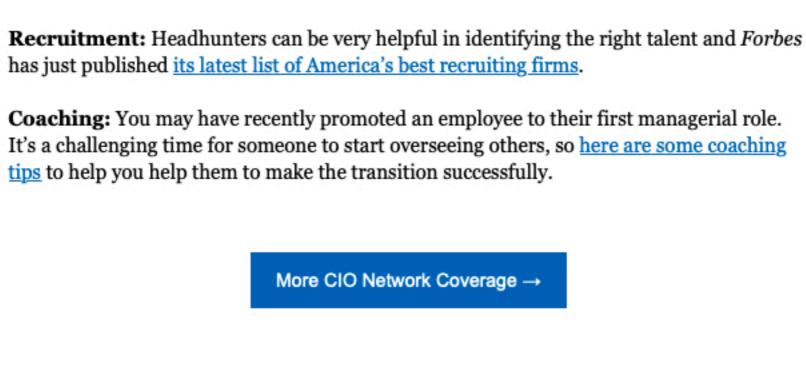
to show that they are listening more closely than ever to employees, customers and other

stakeholders outraged by recent events and

Talent & Careers



Brady.



TD Ameritrade's CIO Leads A Internal Incubator Called **Discotech To Spur Innovation**

> The unit run by Vijay Sankaran explores emerging growth opportunities, business

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models and technologies that are outside of

the brokerage firm's core business. One of its biggest successes has been encouraging wider adoption of artificial intelligence applications.

"There have been areas, such as virtual reality [and] blockchain...that we have explored. However, we just have not found the right use case, excitement or value creation that AI has generated."

Vijay Sankaran CIO of TD Ameritrade