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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 Banerjee, 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](#). Banerjee said the company has built online tools to help remote workers tap formal and informal knowledge networks effectively and is aiming to create far more immersive videoconferencing experiences.

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. Sjoqvist 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 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](#).



Martin Giles
Senior Editor, CIO Network

Technology & Innovation



Cybersecurity's Greatest Insider Threat Is In The C-Suite

Top managers are prime targets for hackers. Yet new research based on interviews with 350 IT decision-makers and C-suite executives found that more than three quarters of CEOs have bypassed internal security guidelines in a rush to get tasks done faster.

[Read The Full Story →](#)

Videoconferencing: Zoom is booming, with the company reporting first quarter sales of \$382 million, [up 169% from the same period in 2019](#). It expects revenues could hit \$1.8 billion this year. Keep an eye on Loom too: [The video-messaging startup that's valued at \\$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 world](#) and the flexibility it offers during the pandemic is finally winning over skeptics.

Leadership & Strategy



Tim Cook And Other CEOs Take On Role Of 'Chief Empathy Officer' In Response To George Floyd Protests

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 fearful of what the future holds.

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IT budgets: Healthcare CIOs are having to spend more to equip hospitals to cope with Covid-19 cases just as revenues plummet because highly profitable elective surgeries are being canceled. To help close budget gaps, tech leaders at Seattle Children's Hospital, Dell Medical Center and other institutions are [working closely with IT suppliers to boost innovation and save money](#).

Remote work: In a bid to keep people working from home productive, companies are trying to replicate office setups and practices remotely. [But such well-meaning efforts can dent productivity and cost businesses a fortune](#).

Talent & Careers



Pandemic Accelerates Need For Tech Talent With Business Expertise, Collaboration Skills

To deal with a more uncertain world, tech leaders are increasingly looking for hires who are great at working across corporate silos and are used to rapid change. "One of the most important skills for us to have is learning agility," says KeyBank's CIO Amy Brady.

[Read The Full Story →](#)

Recruitment: Headhunters can be very helpful in identifying the right talent and *Forbes* has just published [its latest list of America's best recruiting firms](#).

Coaching: You may have recently promoted an employee to their first managerial role. It's a challenging time for someone to start overseeing others, so [here are some coaching tips](#) to help you help them to make the transition successfully.

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

The unit run by Vijay Sankaran explores emerging growth opportunities, business models and technologies that are outside of the brokerage firm's core business. One of the biggest successes has been encouraging wider adoption of artificial intelligence applications.

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"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