Highlights from the

BOOMER CIO CIRCLE

2024

Topic Highlights from The Boomer CIO Circle™ 2024 Winter Meeting

The Boomer CIO Circle™ is a community of IT leaders from forward-thinking firms who are committed to aligning technology and strategy at the highest levels. Members focus on developing the skills necessary to improve leadership beyond technology. Learn more at www.boomer.com.

This February, our members met in Puerto Vallarta, Mexico. As always, the discussions were lively and insightful as each member shared perspectives on the challenges and opportunities facing their firm and the profession.

- **Innovation in Action**
    - Staying informed about the latest technology trends is key to continuing innovation and building your firm's future success.
    - Members and BCI consultants shared the most exciting innovations they've seen recently and presented them to their peers. Some innovations discussed include an AI-powered service desk, Firmwide GPT's, Automation of Audit Management Letters, and Data Intelligence / Machine Learning projects. The best innovation idea won a prize!

- **Book Discussion**
    - Before the meeting, members were asked to read the book *The 6 Types of Working Genius: A Better Way to Understand Your Gifts, Your Frustrations, and Your Team* by Patrick M. Lencioni and come prepared to discuss.
    - During the meeting, members discussed their takeaways from the book, including tools to align team members and how to help people find the things that rev their engines and bring them joy.

- **Change Management Workshop**
    - In the ever-evolving landscape of the profession, adaptability and change management have become crucial skills for firms to not only survive but thrive.
    - In this interactive workshop, we guided members on embracing change and positioning their firms for sustained success.

- **Sponsor Highlights: Aiwyn and Netgain**
    - Our sponsors, Aiwyn and Netgain, provided an overview of who they are and how they serve accounting firms.
    - Members received the information they needed to ask informed questions and continue the discussion into the afternoon and evening.

- **CIO Exchange/Accountability Review**
    - Members shared their top three strategic projects and best practices from real-world experiences during an interactive roundtable discussion.
    - Some projects discussed include automating employee onboarding and new learning management platforms.

- **Microsoft Copilot**
  - Microsoft Copilot is Generative AI capabilities integrated with Microsoft applications. Because it's built into MS365, it is widely available however many firms feel it is cost prohibitive at this time.
  - Use cases for Copilot were frequent conversation topics at the meeting. Many of our members are piloting it with a handful of employees to determine how they can use it for the firm.

- **Office Footprint**
  - Many companies in accounting and across industries are forcing employees back to the office.
  - Our members discussed what their firms are doing. Some firms are getting rid of training space and downsizing their office footprints while others are investing heavily into their premises, whether to improve the remote and hybrid experience or make returning to the office more appealing.

- **Expanding Offshore Talent**
  - Many firms are interested in offshoring work to help fill roles they can't hire for domestically. However, there can be data privacy challenges.
  - Our members discussed how they overcome those challenges to enable offshore talent resources.

- **Process Improvement**
  - Firms continue to look for ways to improve processes to improve efficiency and effectiveness.
  - Some members discussed process improvement initiatives they're going through in their firm. Some are even hiring process professionals within the IT department to handle these projects.

It's impossible to cover everything that we discussed at the last Boomer CIO Circle meeting in this short summary. However, the trends described in this report should give you some great insight into the technology challenges and solutions that firms are thinking about today.

An Invitation to Participate in The Boomer CIO Circle™

To learn more about the Boomer CIO Circle community, please visit www.boomer.com/cio.

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