

Highlights from the

Boomer CIO Circles

Fall 2021

Topic Highlights from The Boomer CIO Circle™ 2021 Fall 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 September, our members met both virtually and in-person in Kansas City, MO. As always, the discussions were lively and insightful as each member shared perspectives on the challenges and opportunities facing their firm and the profession.

- **Emerging Technologies and Hype Cycles**
 - So much has changed in the past year that it's changed our perspective on the three- to five-year horizon and made it more difficult to identify upcoming trends.
 - Despite this difficulty, we discussed some trends in accounting firms, focusing on disruptive technologies that are set to impact the profession such, as NFTs, 5G/LEOS, WVD and AVD.

- **Book Discussion**
 - Before the meeting, the group read the book *Leading Without Authority* by Keith Ferrazzi and prepared to discuss how the book resonated with them.
 - Some takeaways included the need to focus on influence more than authority and the importance of building relationships in all directions.

- **Preparing for the Future of Work Workshop**
 - The past year has accelerated talent trends in remote work, diversity and equity, culture adjustments and the need for HR data analytics. We've taken a quantum leap into the future, and we need to up our talent game to retain and attract amazing new talent.
 - In this workshop, we started by looking at the landscape and then developed specific steps to lead confidently, develop talent, implement policies and processes and provide tech support to remote employees.

- **Increasing Effective Communication**
 - Communication continues to be a focus for firms, whether team members are in the office, working remotely, or taking a hybrid approach.
 - We shared strategies for increasing effective communication, including choosing the right channels, establishing regular meeting schedules, initiating spontaneous reach-outs, and creating a virtual "water cooler."

- **CIO Exchange/Accountability Review**
 - Interactive roundtable discussion sharing each member's top three strategic projects
 - The group shared their best practices from real-world experiences.

- **Improving the Employee Experience**
 - Many firms seek ways to improve the client experience, but sustaining client experience starts with your employees.
 - We discussed several areas of focus for building an employee experience strategy, including providing meaningful work, hands-on management, a productive environment, health and well-being, growth opportunities and trust in leadership.

- **Sponsor Overview: Netgain**
 - Our host for the evening's group dinner, Netgain, provided an overview of who they are and how they're helping take firms to the cloud and providing IT as a service.
 - During a 20-minute overview, Netgain provided our members with information to help them ask informed questions and continue the discussion in the evening.

- **The New War for Talent**
 - The war for talent is not new for accounting firms, but the focus on remote and gig employees is a new development as more people seek out remote and gig work to earn extra money, maintain a flexible schedule, try out different jobs or roles, and enjoy better work/life balance.
 - We discussed the tools and technology firms need to invest in to support remote and gig workers, such as laptops, cloud-based software, video conferencing apps, security, remote monitoring and more.

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.

About Boomer Consulting, Inc.

Boomer Consulting, Inc. provides consulting services to hundreds of the highest performing CPA firms. Our unique and powerful solutions target five areas critical to a firm's success: Leadership, Talent, Growth, Technology and Processes. For more information, visit www.boomer.com.