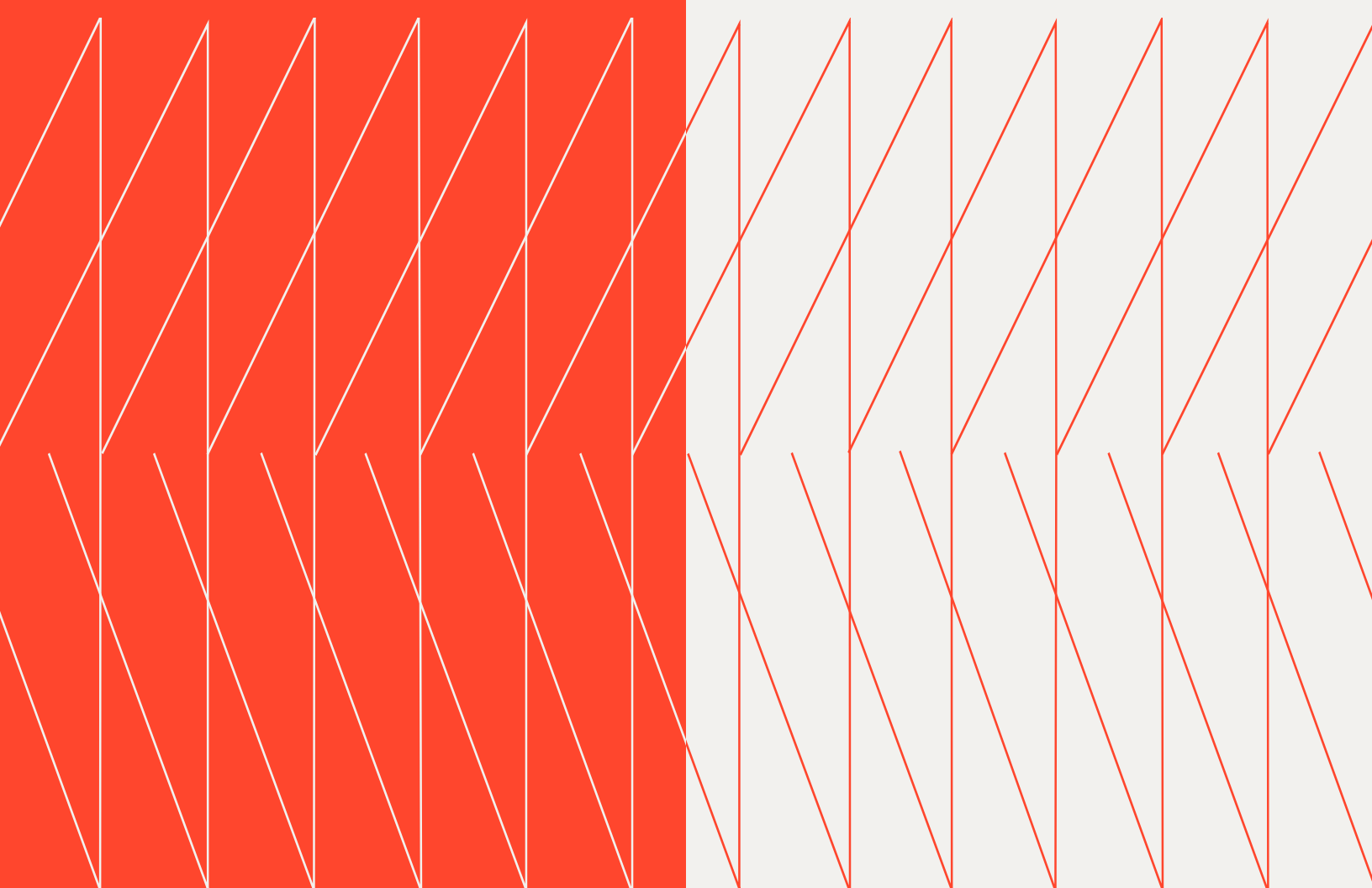


CIO

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Kyndryl Expert Exchange Summary

Wednesday,
February 8, 2023



Host:

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Overview

In this Expert Exchange session, fifteen CIOs convened to discuss the below topics. The agenda was determined based on mutual interest, determined through advance interviews with participants.

Adoption of Emerging Tech

- Emerging AI technology has the potential to transform businesses through new capabilities and efficiencies. OpenAI’s ChatGPT has been making headlines recently after showing success in a number of applications, prompting industry leaders in various business sectors to scramble to find out whether or not this technology can be integrated into their business models.
- There is a lot of excitement over the potential use-cases for an automated chatbot, and CIOs are certain these kinds of tools could at the very least take away some of the more menial tasks from engineers. Many CIOs have adopted a neutral position, and while they don’t intend on interfering with people in their organizations experimenting with the ChatGPT platform, most agree there needs to be some educating to ensure the software is utilized safely and effectively.
- *“So, just for kicks a few weeks ago, we looked at ChatGPT and asked it to generate a cloud strategy. And what came out of it was a mixture of extremely good, extremely insightful, and absolute garbage. There’s no inherent functionality in it that checks whether the information that’s being accessed is fact or fiction.”*
- Adopting tools without a clear focus on the business cases they’re addressing can add unnecessary complexity to tech stacks and a proliferation of tools throughout the enterprise. Wanting to avoid pursuing “tech for tech’s sake,” business leaders are keen to understand the business problems new platforms are solving before investing in them.
- ChatGPT has every department head looking into possible use-cases, but CIOs recognize that most utilization will likely come from an IT standpoint as companies look to flesh out their internal and external help pages. Some business leaders have investigated integrating ChatGPT into their own platforms and data lakes in order to find insights. There are some security concerns as the open source algorithm of ChatGPT mines prompts for more advanced language capabilities—companies sharing information run the risk of the program generating write-ups containing sensitive information.

- *“There are a lot of folks who get excited about technology just because it’s cool and new. But, we really need to look at it from the business and ask the question, ‘What’s the value to the business?’ Because at the end of the day, just introducing cool new technology just costs money, and doesn’t add value.”*

Decommissioning Legacy Systems and the Case for Cloud

- Transitioning away from legacy systems is a key part of modernization roadmaps for many organizations. With the ever increasing dependence on the cloud, many IT leaders are starting to move away from their data centers as they prepare to move completely to cloud services.
- In some cases, the shortcomings of legacy systems (e.g., major security vulnerabilities) make the case of decommissioning obvious. In other instances, leaders must understand the reason behind a shift since a transition—especially when it involves large systems or a transition to the cloud—can be very expensive and time consuming. This involves making clear the benefits of something like cloud migration that may not necessarily tie back to the bottom line.
- *“There’s a whole bunch of other things that are in there too that are difficult to quantify. Things we should be talking about, especially in the case of cybersecurity. And for those of us who are in industries where there’s a huge security risk, there’s a lot of conversation to have other than cost.”*

The Expert Exchange is hosted by Kyndryl, Inc. Please contact [Shruti Ojha](#) or [Matthew Johnson](#) with any questions about Kyndryl or this Exchange.



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02/08/23