



**IDC CIO Excellence  
Awards 2019**

# Nomination Form

The Ritz-Carlton, DIFC – Dubai | February 28, 2019

## Category Definition and Qualification

Progressive CIOs in the region are increasingly leveraging digital technologies to transform customer engagement, business operations, and operating models in order to compete and thrive in the new digital economy.

Through IDC CIO Excellence Awards 2019, IDC honors the IT leaders who conceptualized and successfully delivered digital transformation initiatives that brought about tangible results for their organization.

**This year, IDC will recognize the excellence of IT leaders from the Middle East through the following categories of awards:**

### ■ Best Customer Experience Transformation:

- Leveraged digital technologies and business process changes to re-design and transform customer experience
- Developed multidimensional customer engagement to attract new customers and improve loyalty
- Integrated the customer engagement process from front-office to the back-office across multiple line of business functions and departments to provide a seamless experience

### ■ Best Business Operations Transformation

- Successfully implemented digital transformation in the supply chain to significantly improve efficiency and business agility
- Successfully implemented digital transformation to achieve quantum improvements in the efficiency of back-office functions of the business

### ■ Best IT Service Transformation

- Successfully implemented an IT service delivery strategy that significantly improved the quality of IT services to the business
- Successfully implemented new standards, processes and technologies that have transformed the IT service delivery model

### ■ CISO of the Year

- Spearheaded the leadership of Information Security in the organization that significantly improved the security posture, resilience and regulatory compliance of the organization.
- Successfully delivered major initiatives that have helped to transform security and position security as an enabler for digital transformation

### ■ CIO of the Year

- Spearheaded the leadership of digital transformation in alignment with senior executives and lines of business.
- Successfully delivered major digital transformation initiatives that have led to significant business outcomes.

**To be eligible for IDC's IT Excellence Awards, nominees need to fulfill the following criteria:**

- Nominees must hold a position of CIO (or equivalent) within a company based in Middle East, and have done so for at least 24 months.
- Nominees must have led, within the last 12 months, the implementation of initiatives, which should be thoroughly described in the nomination form.
- Nominees must have demonstrated outstanding skills and efforts in the following fields: innovation, change management, IT governance, business enablement, and cost efficiency.

The evaluation of nominations and selection of finalists will be independently undertaken by a multidisciplinary team comprising the IDC CIO advisory board and leading IDC analysts.

**IMPORTANT NOTE:**

This document must be used as the unique template for your submission. Please supply us with all the necessary contact information outlined below and then answer all questions in the spaces provided.

All nominations must contain fact-based information and should not include marketing messages or branding information. All questions from the nomination form need to be answered.

IDC encourages short, sharp answers that provide clear insights into the results achieved by the selected initiative/project/CIO nominee.

An organization can nominate itself in multiple categories.

The nomination form must be submitted prior to **February 15, 2019**.

**Contact details of the nominee:**

Name:	<input type="text"/>
Title:	<input type="text"/>
Company:	<input type="text"/>
Postal address:	<input type="text"/>
City, Country:	<input type="text"/>
Telephone:	<input type="text"/>
Mobile:	<input type="text"/>
Email:	<input type="text"/>



# Nomination Form

Ritz Carlton Hotel – Dubai | February 27-28, 2019

## Best Customer Experience Transformation

### Contact details of the nominee:

Name:

Title:

Company:

Postal address:

City, Country:

Telephone:

Mobile:

Email:

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**Continued below...**

List initiative/s or project/s in the area of Customer Experience Transformation in the past 12 months. Describe each in as much detail as possible including the objectives, features, technologies, challenges, implementation process etc.

Describe the Business Impact of the Customer Experience Transformation initiative/s or project/s. Please provide clear business outcomes achieved as much as possible including any quantifiable outcomes. Compare the outcomes to objectives/goals set up at the outset of the initiative.

Key stakeholders involved and their contribution.

References e.g. Links, documents, or related content of this project/initiative.

## APPENDIX

Please supply details of two people who our judges may contact for references:

### Reference 1

Name:

Company:

Telephone:

Mobile:

Email:

### Reference 2

Name:

Company:

Telephone:

Mobile:

Email:

**If you have any questions regarding the completion of this nomination form please contact:**

**Eric Samuel | [esamuel@idc.com](mailto:esamuel@idc.com) | +971 555761682**