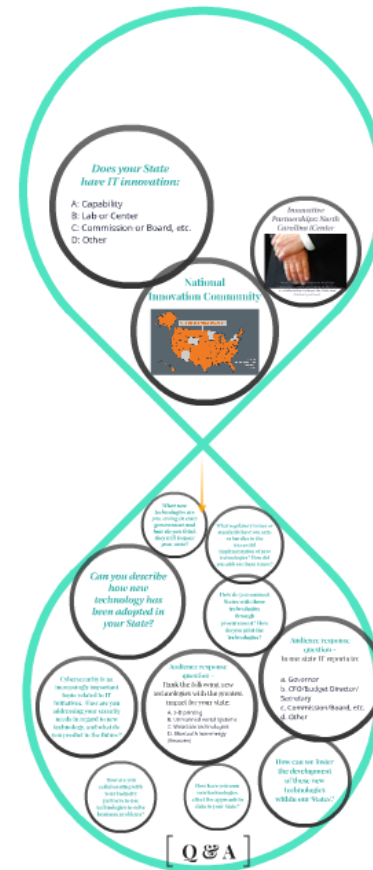


RightNow Technologies

Chris Estes, North Carolina CIO

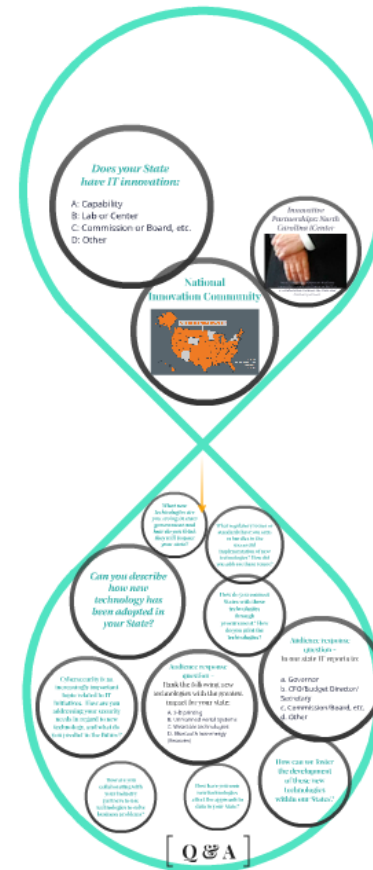
New technology, by nature, **is disruptive**. Implementing new technology requires thoughtful integration with our business partners. The implementation of new technologies are best supported by moving IT from the **backroom to the boardroom**. The inclusion of IT professionals in governing decisions makes a case for creating an environment where all stakeholders can **collaborate** as partners to test out new technology.



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