

The dynamics of CIO derailment: How CIOs come undone and how to avoid it

Introduction
Thecasesolutions.com

- Founded in 2002 by the First Ladies
- Leading supplier of associated services for medical imaging practice
- Customers: GE, Philips, Siemens...

Introduction
Thecasesolutions.com
Medical imaging industry

Regulatory (FDA) Commercial (PMP)

Introduction
Thecasesolutions.com

- 2000: First investor
- Also Stephen Clark, ex-Vice President of IT and Operations, CIO
- April 2010 crash lasted several days
- Call of Marvin Kretz for assessment

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Problems faced by Avicenna Medical Systems

Solutions to the problems faced by Avicenna Medical Systems

Badly managed IT
Thecasesolutions.com

- IT budget
- IT staff
- IT processes
- IT compliance
- IT security
- IT risk

Implementation of application without testing

- engineering application compliant with new architectural standards
- but not tested in production environment

Conclusion

IT budget

IT staff

IT processes

IT compliance

IT security

IT risk

Increase IT staff and create a CIO position

IT budget

IT staff

IT processes

IT compliance

IT security

IT risk

Re-divide the budget on departments

- Increase IT budget over others
- Improving the IT will reduce costs of other departments

Cloud computing and SaaS

IT budget

IT staff

IT processes

IT compliance

IT security

IT risk

Thecasesolutions.com

Underinvestment

IT budget

IT staff

IT processes

IT compliance

IT security

IT risk

Many applications and low compliance

IT budget

IT staff

IT processes

IT compliance

IT security

IT risk

Step-by-step implementation of new applications

- main problem: compliance of application
- test on a step by step basis
- deployment by department
- on parallel with the old system/application

Virtualization

IT budget

IT staff

IT processes

IT compliance

IT security

IT risk

ITIL

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Equipment (EMV) Consumables (CMV)

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- 2000
- First investor
- Also Stephen Clark, ex-Vice President of IT and Operations, CIO
- April 2010 crash lasted several days
- Call of Marvin Kreutz for assessment

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Introduction

Thecasesolutions.com

- Founded in 1992 by the Frost brothers
- Leading supplier of advanced sensors for medical imaging devices
- Customers: GE, Philips, Siemens....

Introduction

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Medical imagery industry



Equipment (80%)

Consumables (20%)

Introduction

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- 2003:
 - First investor
 - Hire Stephanie Clark as Vice President of IT and Operations COO
- April 2010 crash lasted several days
- Call of Marvin Keats for assessment



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***Problems faced by
Avicenna Medical
Systems***

Badly managed IT

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- IT taken for granted except when it failed
- Crash in April 2010
 - failure of main VOIP switch
 - router failure

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- Lack of corporate-level IT department
- Staff not in a single location

- Employees leaving the company
 - Searching for new exciting challenges

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