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BUSINESS

CTN CIO Talk Network

WITH
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CIO Talk Network
Wednesday at 7 AM Pacific
September 11th 2013: Making User Innovation the Norm

What if our organization's users had the ability to innovate products, services, customer touch points, customer satisfaction and processes with minimal cost, risk and hand-holding from upper management? Is it possible? To some extent it's already been done, but it's arguably happened by accident. What kind of framework or platform would we need to provide our employees with this autonomous capability to go about their workday? What combination of people, processes and governance would be required such that this ability to innovate from the bottom-up becomes a sustainable norm and not an excep

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