



**Infrastructure**



**Pamela Rucker**  
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**Why These Two CIOs Want Other Departments to Steal Their IT People**

Posted December 29th 2010

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00:32 12:03  
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*Editor's Note: This was one of the most popular content items from 2010. Enjoy!*

Don't miss this interview between two of IT's most insightful CIOs. Pamela Rucker and Joey Miller share ways they're leading business innovation at their companies including creating steering committees, white boarding to develop new product lines from existing capabilities, making sure they don't put too much focus on technology, and looking past governance to relationships.

**Highlights**

**Time Topic**

- 0:30** Create steering committees
- 3:00** Take it back to the basics
- 3:30** Meet on a monthly basic, and have informal conversations
- 4:00** Transforming from being the VP of "NO."
- 4:50** What do you wish you'd known five years ago?
- 6:00** Managing technology people instead of managing technology
- 6:20** Technology will change. Focus on the business.
- 7:05** Letting go of tech solutions allows you to see strategy
- 7:50** Embed people in the business
- 9:30** The more I get our IT teams involved in business strategy, the most my people get stolen by other departments!
- 10:15** White boarding led to a new product line
- 11:20** IT will always be a bridge builder

**Run time: 12:03**

**Site Topics**

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**Ask Your Peers**

[Ask a Question](#)

We are in early stages of evaluation of an electronic document management and archival solution. I am interested in connecting with my peers who have implemented such solutions.

By Partha Mukherjee

Does anyone have an IT partner in Mexico who can provide equipment / local network services for locations there?

By Mike Booke

[How many hours per week do your application programming teams normally work? Your infrastructure teams?](#)

By Stephen Hamilton

Would anyone be willing to share an Infrastructure Services org chart for a medium sized IT shop that is based on services vs. platforms?

By Chris Bell

[How far along is your IPv6 transition?](#)

By Bethany Simpson

[More Answers...](#)

**Pamela Rucker** joined PSC in August 2005. As VP of IT, she has responsibility for all IT governance, business applications, and IT shared services for the enterprise. Prior to joining PSC, Rucker worked in several industries managing enterprise initiatives for Fortune 500 firms. She has previously worked in leadership roles at JP Morgan Chase, IBM, GM, First Union and Nabisco.

**Joey Miller** is Vice-President of Information Technology for Magna International. She has global responsibility for Magna IT and is also chair of the Magna IT Council, which is the governance board for all IT activity within Magna International. Joey has more than 25 years of experience working in the information technology field.

## Comments



SHADAAB KANWAL MBA, MISM., UCLA Medical Center – Nov 9, 2010  
8:50am

Great Ideas for representing customer voice and creating technology solutions around the business instead of business around technology. Thank you!