



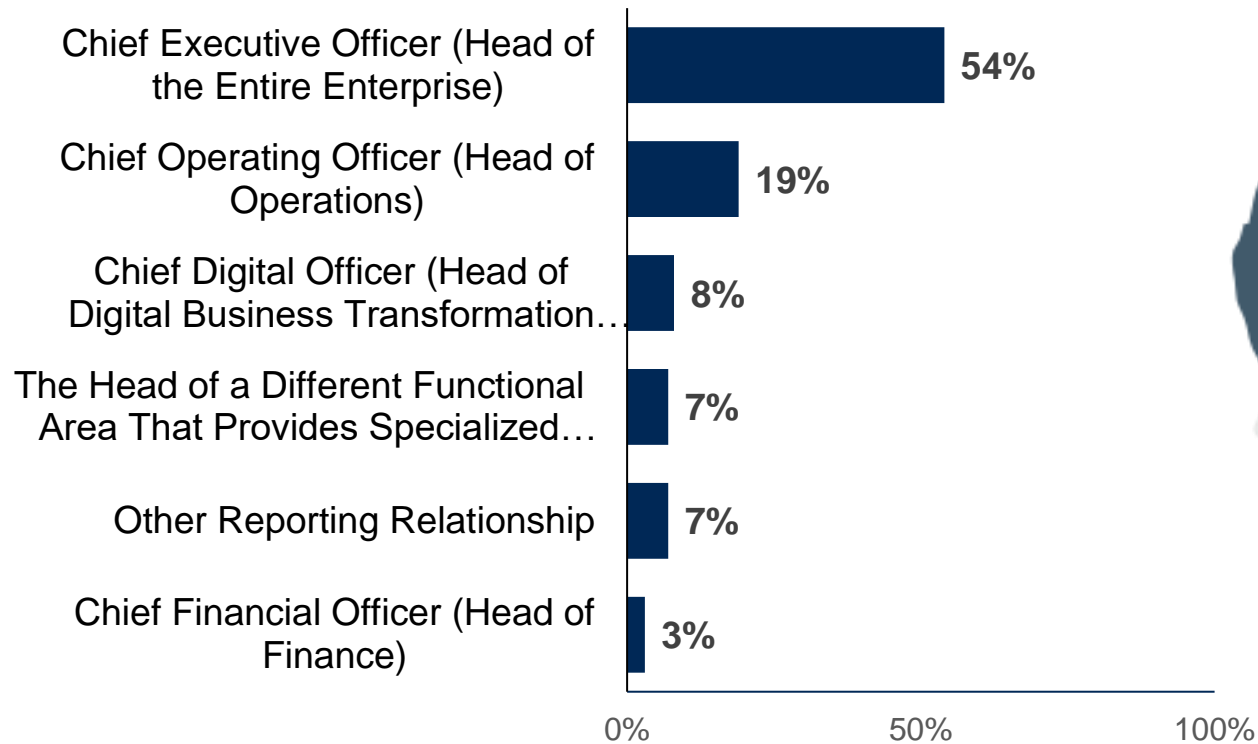
Katarzyna Rodak

Business Development Executive,
Gartner

2025 CIO Agenda for Banking: Insights for Strategic Planning

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2024 CIO Reporting Lines



n = 289; banking CIOs and technology executives who lead a corporate IT department or technology subsidiary or distinct legal entity answering
Q. To whom do you report? To whom does your CIO report?
Source: 2025 Gartner CIO and Technology Executive Survey



Hi, I'm Jerry, 45 years old. I'm CIO of the International Bank, reporting to CEO, Tom.

CIO Job Satisfaction

CIO and Technology Leaders' Views on Their Role
Percentage of Banking Respondents Agreeing With the Following Statements



88% agree that
“I am confident that the
CIO role will be an
influential and rewarding
role in five years’ time”



87% agree that
“I would recommend a
CIO career path to others”

86% of total
respondents



n varies by segment; CIOs and technology executives answering
Q. We would like to know how much you agree or disagree with each statement in terms of how well it describes you.
Source: 2025 Gartner CIO and Technology Executive Survey

CIO Job Satisfaction

CIO and Technology Leaders' Views on Their Role
Percentage of Banking Respondents Agreeing With the Following Statements



26% of total respondents

19% agree that
“I often think about
leaving this organization”



18% agree that
“I often think about
leaving the CIO job”

20% of total respondents

I don't want to leave!



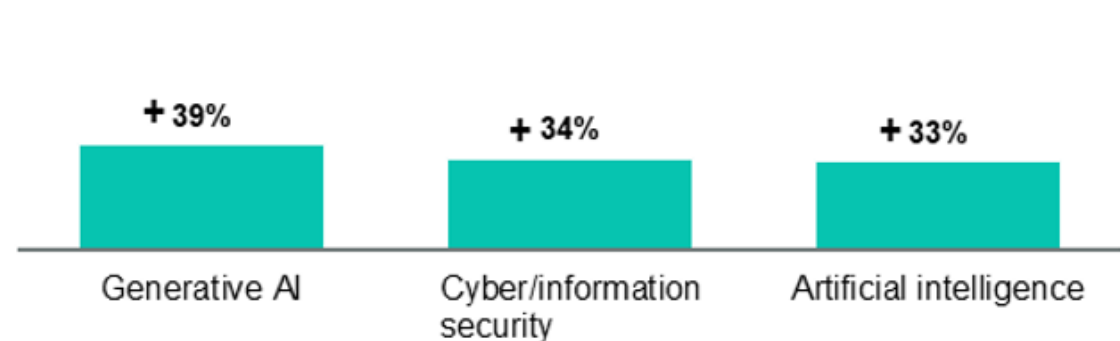
n varies by segment; CIOs and technology executives answering
Q. We would like to know how much you agree or disagree with each statement in terms of how well it describes you.
Source: 2025 Gartner CIO and Technology Executive Survey

IT Budget Changes

2025 Expected Changes in IT Budget

Biggest Expected Changes in Investment

Mean Percent Budget Change Expected in 2025



Global: +3.8%
EMEA: +3.6% | NA: +3.3% | LATAM: +5.8% | APAC: +4.3%

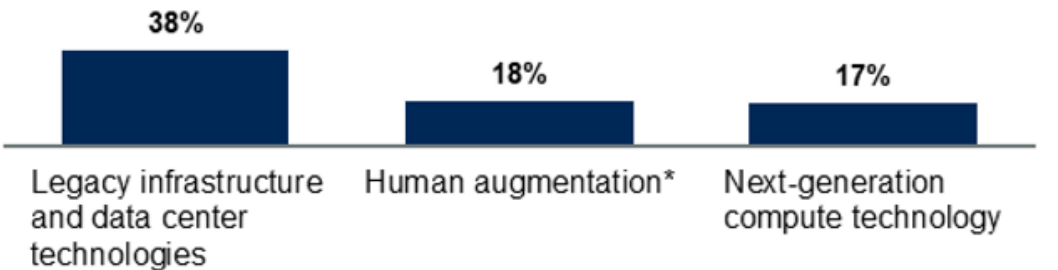
Top 3 Technologies With Planned Investment Increases

Percentage of Banking Respondents



Top 3 Technologies With Planned Investment Decreases

Percentage of Banking Respondents



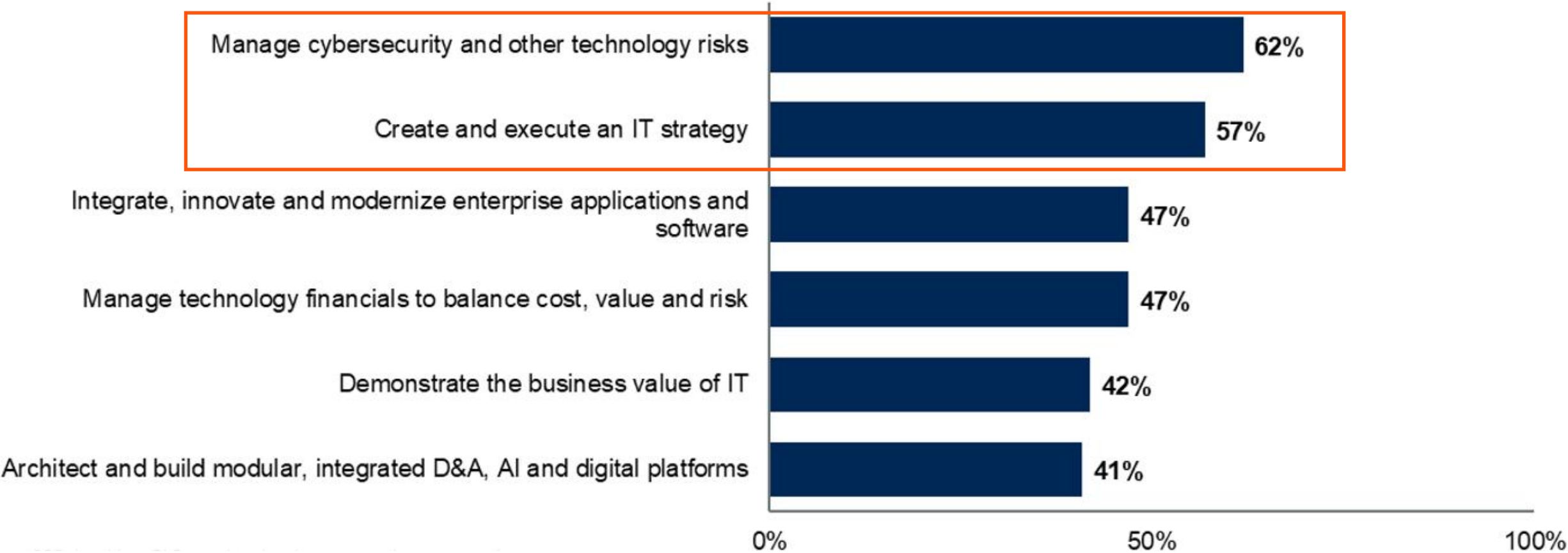


CIO Management Priorities



CIO Focus Areas in the Next 12 Months

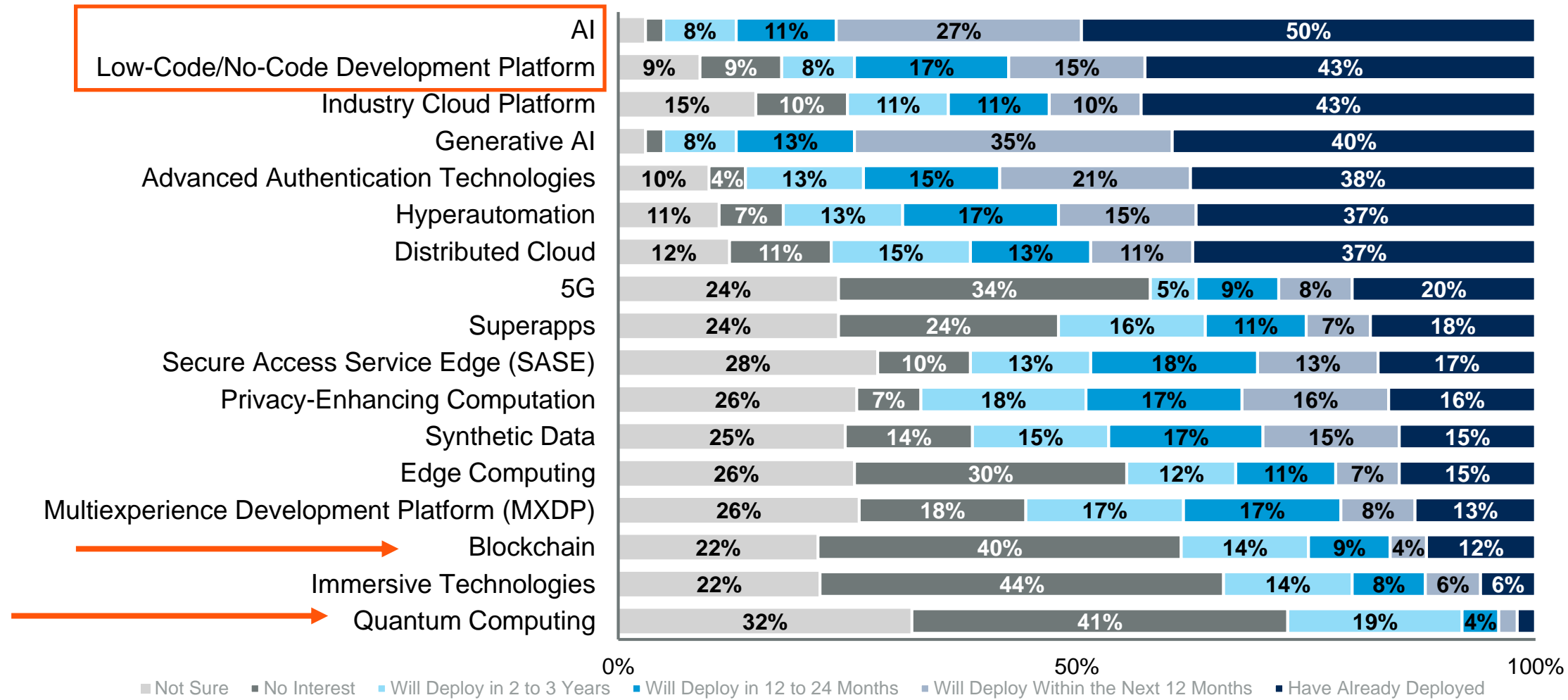
Percentage of Banking Respondents Selecting the following as a focus area



n = 322; banking CIOs and technology executives answering
Q. On which of the following management activities will you focus most of your personal working time and attention in the next 12 months?
Source: 2025 Gartner CIO and Technology Executive Survey
Note:

Technology Adoption

Low-Code/No-Code & AI Top Tech Deployment Priorities



State of Deployment for Emerging Technologies (Percentage of Banking Respondents)

n = 317; banking CIOs and technology executives answering
Q. What are your enterprise's plans in terms of the following digital technologies and trends?
Source: 2025 Gartner CIO and Technology Executive Survey

* For example, the business will leverage AI assistants and low-code/no-code capabilities.



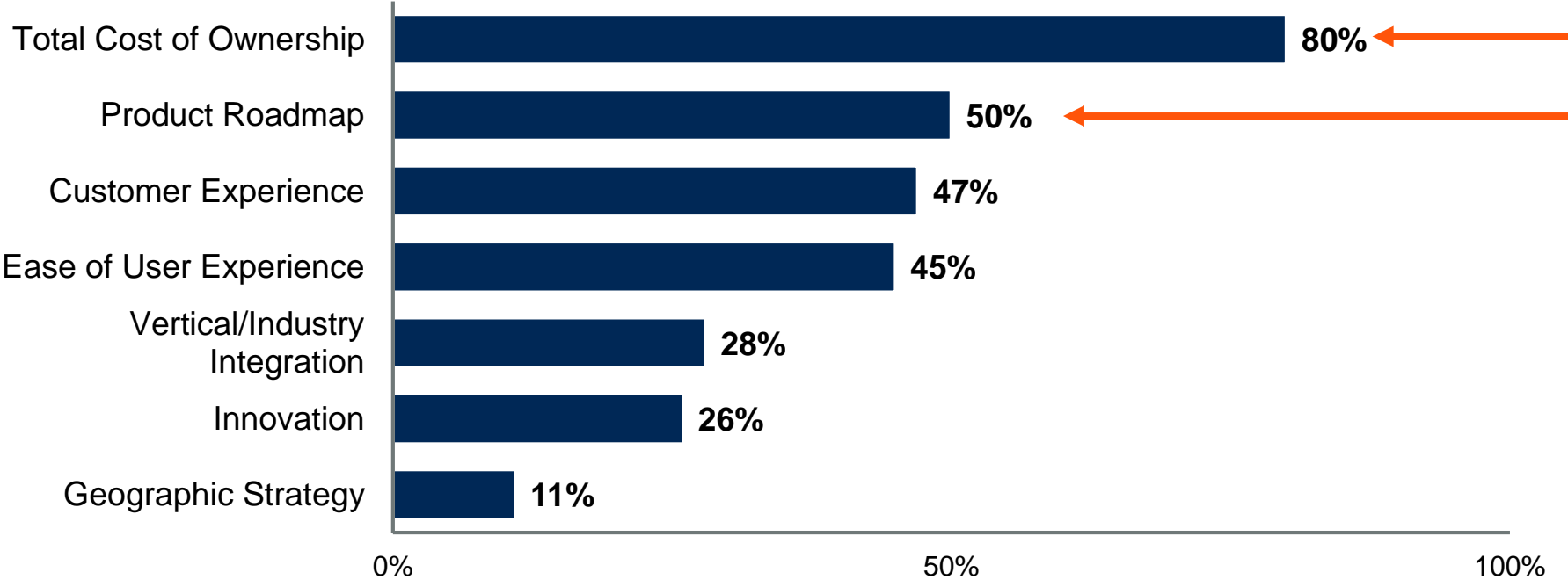


Vendor Selection Criteria



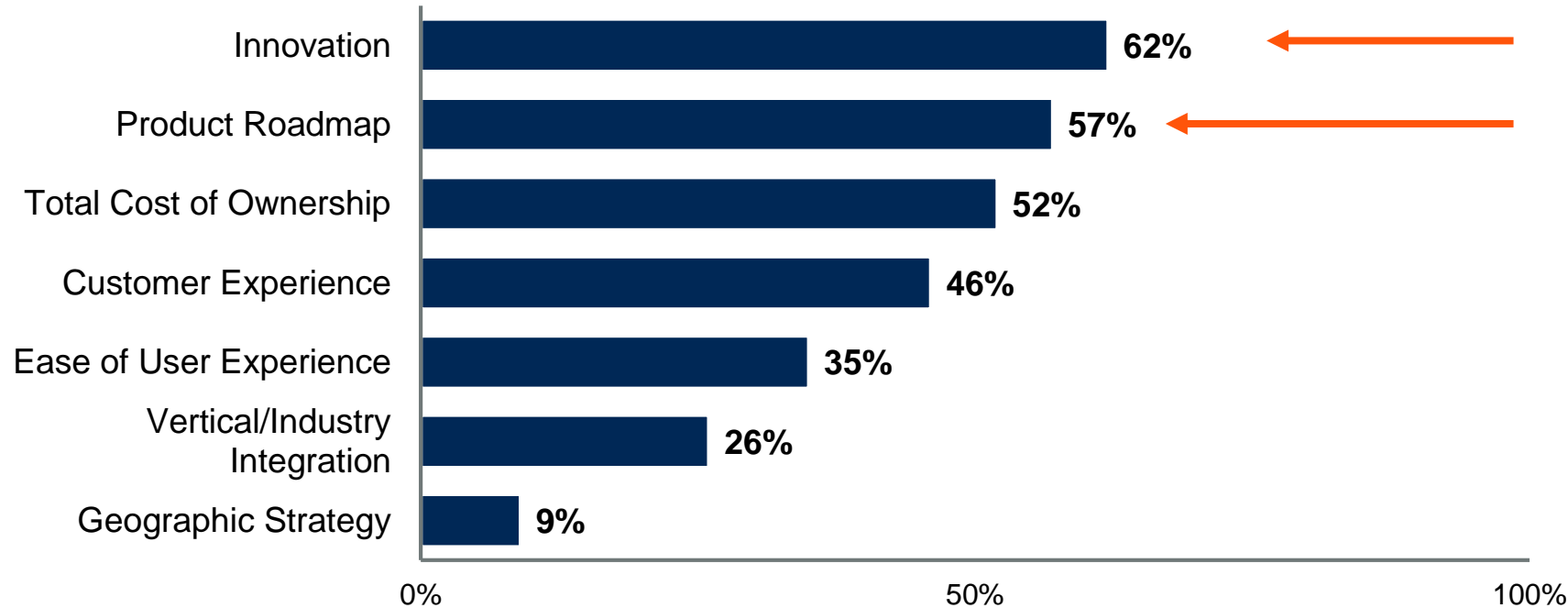
Vendor Selection Criteria for Commodity/Nondifferential Technology

Most critical is TCO. However, you need to provide me a **product roadmap** additionally.



n = 312; banking CIOs and technology executives answering
Q. When selecting global vendors/providers for commodity/nondifferential technologies, what are the three most important characteristics you seek?
Source: 2025 Gartner CIO and Technology Executive Survey

Vendor Selection Criteria for Competitive/Differential Technologies



I need you to be **innovative**, but what is your **product roadmap**?



n = 312; banking CIOs and technology executives answering

Q. When selecting global vendors/providers for competitive advantage/differential technologies, what are the three most important characteristics you seek?

Source: 2025 Gartner CIO and Technology Executive Survey



Outcomes of Digital Technology Investments



Critical Outcomes of Digital Technology Investments and CEO Expectations



You need to focus more on improving our operating margins & generating revenue.

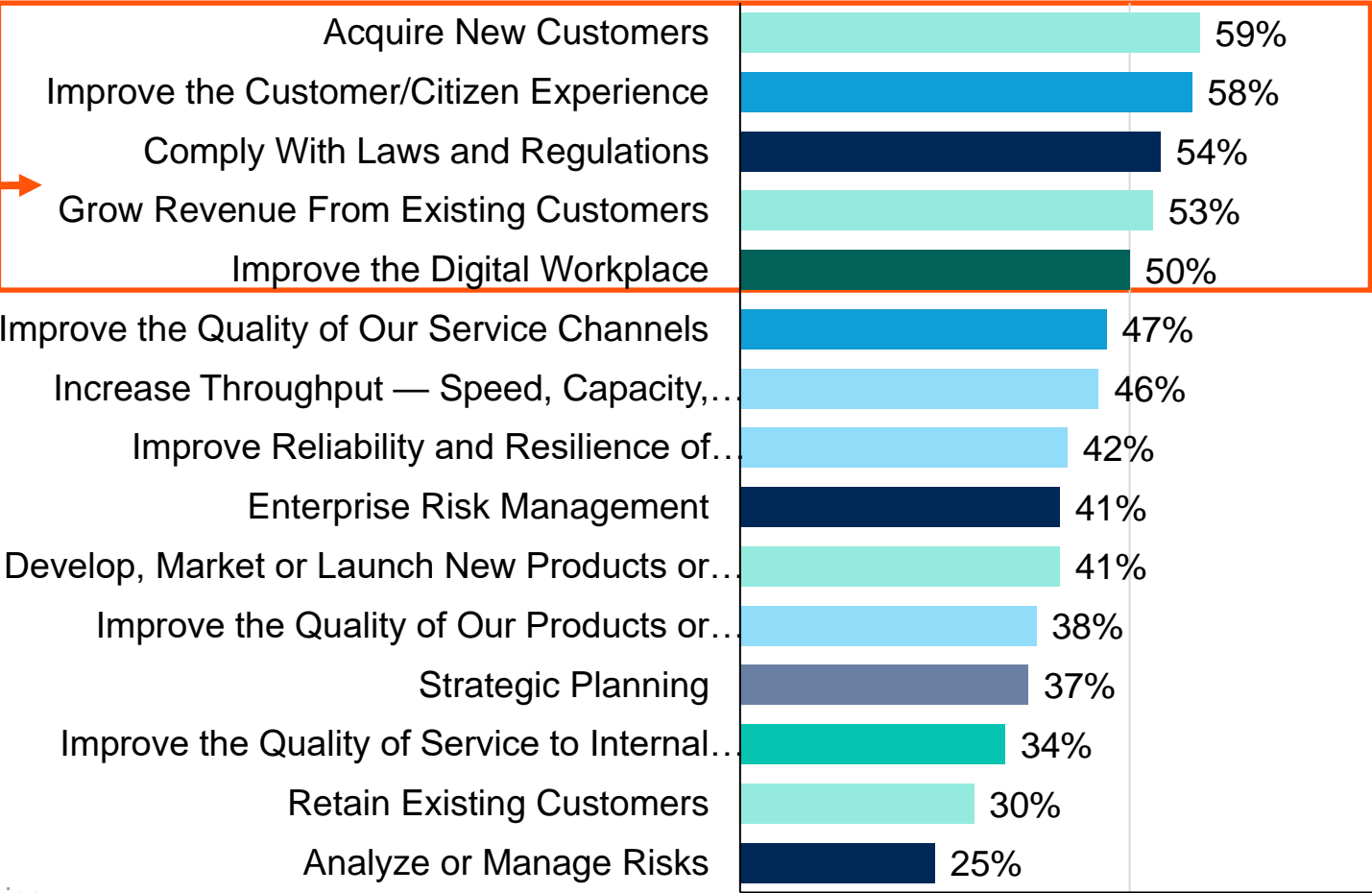


Top 15 Outcomes From Digital Technology Investments

Category Key



This detail (right) rolls up into these categories (left)



n = 322; banking CIOs and technology executives answering

Q. Thinking about your enterprise's investments in digital technologies, which types of outcomes are most critical to your enterprise?

Source: 2025 Gartner CIO and Technology Executive Survey

What you need to remember about Jerry

- ✓ He has positive attitude to his job, even higher if he co-leads digital initiatives with CxO peers
- ✓ His budget grew the most across industries & regions, however it is still close to inflation rate
- ✓ He spends >30% more on:
Generative AI, AI & cybersecurity
- ✓ He wants Product Roadmap to align with his and this bank strategic goals
- ✓ He needs to focus on initiatives that improve operating margins and grow revenue



Now you can have an impact on “Jerry” in 2026

2026 CIO and Technology Executive Survey: What’s Ahead?

Share your insight. Shape the agenda.

[Take the survey now.](#)



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Thank You!