

HEAR FROM YOUR PEERS



Charles Scharnagle
CIO, Mohegan Indians

QUESTION 1: Who do you report to? Was the reporting structure always this way, or has it evolved over time?

I report to the Chief of Staff. This recently changed when our Chief Operating Officer retired. The new structure more closely aligns with how it was when the government was formed.

QUESTION 2: How often do you meet or communicate with the person you report to? Is that a formal or informal meeting format?

We meet every other week with my direct reports. It is a formal meeting where we discuss current projects and issues.

QUESTION 3: What is the biggest challenge you face with the current reporting structure?

Our biggest challenge is keeping the Chief of Staff informed well enough where she has all of the answers she needs when dealing with other departments, the Council and the casino team.

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on behalf of



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INDUSTRY INSIGHTS

Members Only Monthly Report

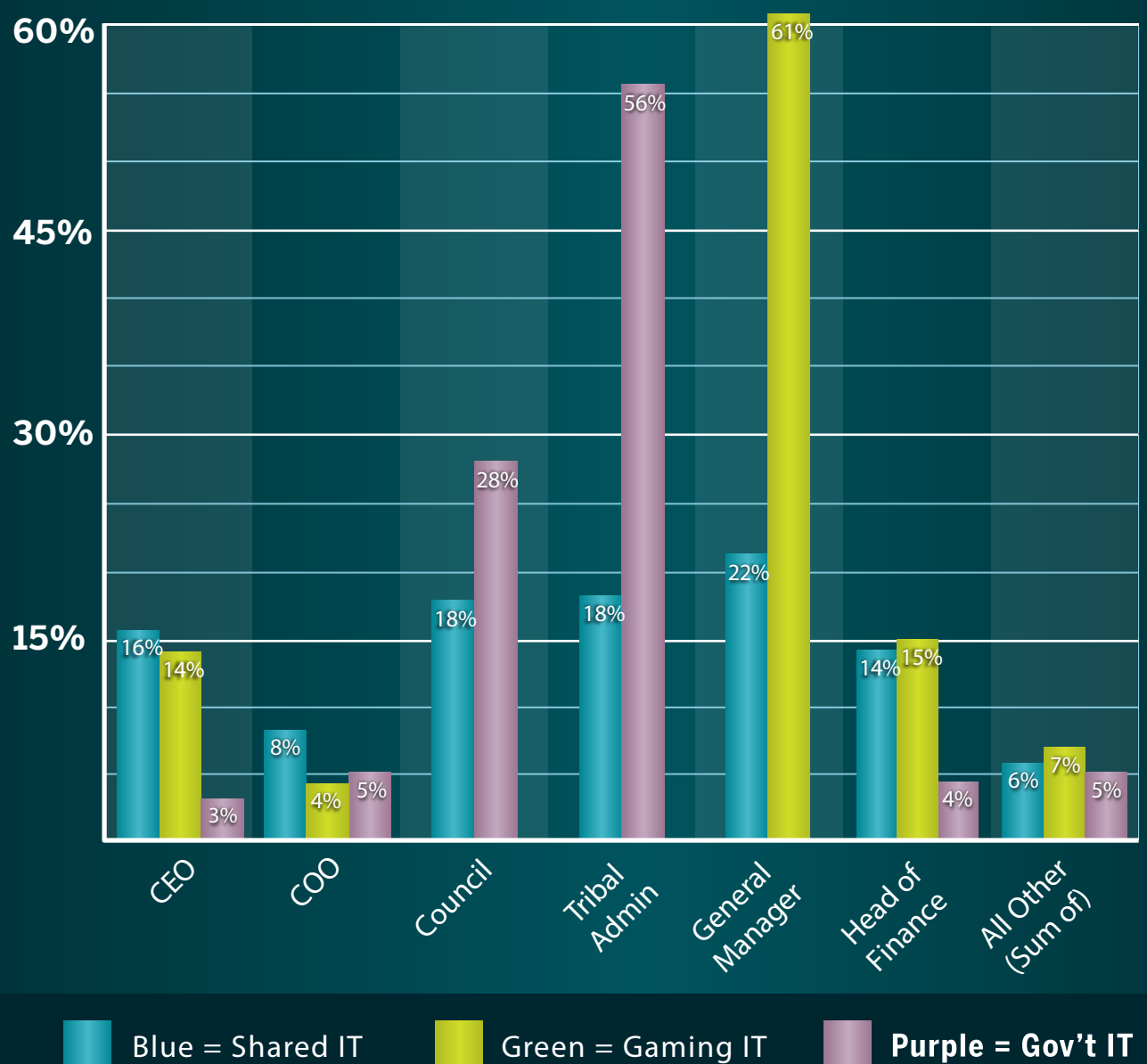
Who Does The Tribal Technology Head Report To?

INSIDER'S INSIGHT from TribalHub's Executive Officer, Mike Day



There is some good news for technology leaders in this month's Insights, starting with the fact that approximately 80% of the IT Directors and/or CIO's at tribal organizations are now reporting directly to the top level executive or the tribal council. That says something very positive about the personal growth of technology leaders and the organization's recognition and understanding of both the importance and scope of technology.

Who Does The Tribal Technology Head Report To?



{ All results are based on data and information collected from the TribalHub database. }

Who Does The Tribal Technology Head Report To?

Had we produced this chart 10-15 years ago, it would have been significantly different, with far fewer IT leaders reporting directly to a CEO or tribal council. I think there are several major factors that created this new reporting structure. The first is that technology, and thus the technology leaders, have become increasingly critical to automating the processes of just about every department of an organization. Everyone relies on technology. Second, the technology leaders have improved their business acumen and skill set to deliver not only technology solutions but professional business plans, projects, and presentations.

Of course, the reporting structure has to match the capabilities of the resources to be effective. One model is not necessarily a perfect solution for every tribe. For example, if the leaders of the organization's IT Department report to the tribal council, then it is critical to the success of the organization that those same leaders are skilled at communications and presenting plans, strategy, budgets to a board/council. It is a two-way street. If the IT Leaders want their voices heard at the top levels of the organization, then the organization should expect and demand a high level of business acumen and communication skill from these same leaders.

If you are concerned about the structure or alignment of technology in your organization or want to discuss this topic further, you can reach me at mday@TribalHub.com or you can connect directly with our knowledgeable consulting team at contactus@TribalFocus.com.

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