

# 2025 New Zealand CIO Awards Guidelines

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## New Zealand CIO Awards 2025

The 15<sup>th</sup> year annual New Zealand CIO Awards recognises individuals and teams who have shown leadership, innovation, and foresight in their contribution to ICT and business. Coveted by teams and tech leaders, the CIO Awards are prestigious and inspirational recognition of the talent the best New Zealand offers.

The winners for 2025 will be announced at the NZ CIO Awards Gala dinner, held at Viaduct Events Centre, Auckland on Tuesday 19 August.

### Key Dates

| Entries and nominations open | Nominations close | Entries close       | Finalists announced | Finalists' interviews                | Finalists' celebration | Winners announced  |
|------------------------------|-------------------|---------------------|---------------------|--------------------------------------|------------------------|--|
| Tuesday 4 March 2025         | Friday 2 May 2025 | Tuesday 13 May 2025 | W/C 16 June 2025    | W/C Monday 21 July 2025, in Auckland | Thursday 24 July 2025  | Tuesday 19 August 2025<br><br>NZ CIO Awards Gala Dinner<br><br>Viaduct Events Centre, Auckland |

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## 2025 New Zealand CIO Awards Sponsors

New Zealand CIO of the Year

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Emerging ICT Leader of the Year

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Innovation Leadership through an Emerging Technology

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Excellence in Customer Value

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Business Transformation through Digital and IT

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Best ICT Team Culture and Inclusion



Community Tech Champions

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Outstanding Contribution to Technology and Business



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# Entry Process and Guidelines

## General entry criteria

For team categories, organisations must be operating in New Zealand at the time entries close.

For individual categories, the entrant must be a New Zealand resident and working in New Zealand at the time entries close.

You may enter the same project or initiative/ programme into different categories. Please refer to the categories for their specific entry criteria.

There is no cost to enter or nominate for the NZ CIO Awards.

## Entry process

1. Ensure clarity and completeness – Judges value well-thought-out, comprehensive entries. Answer all questions clearly and have someone review your entry before submission.
2. The Entry Form stands alone – Judges assess only what is provided. Do not assume they know your organisation, even if it is well known.
3. Check eligibility – Read the ‘Category Definition and Qualification’ section in the Submission Form to ensure your entry aligns with the criteria.
4. Scoring system – Each question has a percentage weight, so consider this when crafting your responses.
5. Online submission only – All entries must be completed via the online form. Emailed entries will not be accepted. Some questions have word limits.
6. Supporting materials – After answering all questions, you may upload:
  - Up to five JPEG or PDF files (max 5MB each).
  - Video links (e.g. YouTube, Vimeo).
  - Publicly accessible URLs (ensure login details are active if required).
  - Additional written materials will not be considered—ensure all key information is in the form itself.

## Peer nomination process

### **Nomination form details:**

1. Your Name
2. Your Job Title and Company

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3. Your Email Address
4. Would you like the nomination to be sent anonymously? (Yes/No)
5. Nominee's Name
6. Nominee's Job Title and Company
7. Nominee's Email Address
8. Award Category
9. Reason for Nomination (Briefly explain why you are nominating this person.)

**Important Note:**

This form is for submitting a nomination only. The organisers will contact the nominee directly with information on how to enter the NZ CIO Awards. Submitting this form does not constitute a completed entry on behalf of the nominee. You will receive an email to confirm receipt of the nomination.

## Past winners

- CIO of the Year & Emerging ICT Leader – Past winners cannot re-enter.
- Other categories – Past winners may re-enter with a **substantially different** entry (e.g., a new project, initiative, or team).

## Sponsors and judges

- Entries cannot be accepted by organisations sponsoring a 2025 award category, the CIO Awards Gala Dinner, or represented by a judge.
- Judges must disclose any conflicts of interest.

## Judging process

### Submission & Initial Review

- Deadline: 11:59 PM, Tuesday 13 May 2025 (confirmation email upon submission).
- Entries are reviewed independently by three judges.
- Judges assess clarity, depth, and alignment with criteria.
- Finalists are selected after moderation and notified directly.
- Public finalist announcement: Week commencing 16 June 2025.

### Finalist Interviews (Round 2)

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- Dates: 21 – 25 July 2025, in Auckland.
- At least one representative must attend the face-to-face interview. Team categories may bring up to five members.
- Business Transformation category finalists are encouraged to bring a CEO or Executive Leader.
- Finalists are invited to a networking celebration with judges, sponsors, and organisers on Thursday 24 July in Auckland.
- Finalists must submit a short video for the Awards night and post-event promotion.

### **Awards Night (Round 3)**

- Date & Venue: 19 August 2025, Viaduct Events Centre, Auckland.
- Winners announced at the CIO Awards Gala Dinner.
- Complimentary finalist tickets:
  - 1 per finalist entry.
  - Not-for-profit finalists may receive 2 tickets.
  - Additional tickets available for purchase.

### **Judging Criteria**

- Focus on business achievements, not personal accomplishments (unless requested).
- Judges must remain impartial and declare conflicts of interest.
- Judges must agree to a non-disclosure of any information received via submissions.
- Entries are evaluated fairly across businesses of all sizes.

### **Contacts**

If you have any questions regarding the awards, please contact:

Rebecca Baily

Award Programmes Manager, NZ CIO Awards

[awards@brightstar.co.nz](mailto:awards@brightstar.co.nz)

### **PLEASE NOTE**

Please submit your entry before 11.59pm 13 May 2025 via the [NZ CIO Awards' portal](#).

You will receive an email reply acknowledging receipt of your entry.

**ENTRIES CLOSE: 11.59pm, 13 May 2025**

# Categories

## New Zealand CIO of the Year

This award celebrates a senior ICT leader who exemplifies strategic thinking, innovation, and transformative leadership. They will demonstrate innovation and key successes achieved in the past 12 months with an eye on digital leadership in the future. They will also be able to show how technology and digital will enable their organisation's overall business strategy.

Open to individuals in the most senior ICT leadership position within their organisation (CIO, CDO, CTO, or Head of IT etc.), this category recognises excellence across three subcategories:

- **Public Sector CIO of the Year**
- **Private Sector CIO of the Year**
- **Not-for-Profit CIO of the Year**

Three winners will be selected from these subcategories, with one ultimately chosen as the overall CIO of the Year.

## Criteria

### 1. Eligibility:

- Entrants must hold the most senior ICT leadership position within their organisation.
- Entrants must select their sector category before entering.
- The entrant must be a New Zealand resident and working within a New Zealand organisation at the time entries close (11:59 PM, 13 May 2025).

### 2. References Required:

- Two references must be provided as part of the entry form.

### 3. How to Enter:

- You may enter yourself or be nominated, e.g. by a peer or colleague.
- If nominated, the nominee must still submit a completed entry form. Submitting a nomination form alone does not constitute a completed entry.

### 4. Submission Instructions:

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- All entries must be submitted through the online entry portal at <https://www.ciosummit.co.nz/awards>.
- For assistance, please contact Rebecca Baily, Awards Programme Manager, at [rebecca.baily@brightstar.co.nz](mailto:rebecca.baily@brightstar.co.nz).

#### 5. Preparation Tips:

- Review the [Awards portal guidelines](#) prior to submitting your final entry.
- Use this form to copy the questions and plan your entry offline before submitting it online.
- Save your progress in the entry portal to avoid losing information if the entry is incomplete.
- We recommend keeping a backup copy of your answers offline. This will allow you to quickly re-enter your data in case of technical issues during submission.

#### What the judges are looking for:

- **Innovation and success:** Demonstration of key achievements and innovation in the past 12 months.
- **Digital leadership:** A strong focus on leading digital transformation and shaping the future.
- **Strategic enablement:** Evidence of how technology and digital initiatives have advanced overall business objectives.
- **Leadership and influence:** A role model within the organisation and an influencer across the leadership team.
- **Transformation and empowerment:** Driving change, empowering teams, and leading integrated innovations.
- **Building a digital business:** Leadership in creating a forward-thinking, technology-driven organisation.

#### Entry form

Contact details: (please supply all details requested)

|               |  |
|---------------|--|
| Name:         |  |
| Title:        |  |
| Organisation: |  |

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|                 |  |
|-----------------|--|
| Postal address: |  |
| Street address: |  |
| City/Town:      |  |
| Telephone:      |  |
| Mobile:         |  |
| Email:          |  |

1. Linking the ICT Strategy to the Organisation’s Strategic Direction (weighting 20%)

Describe your organisation, its business strategy and how you have aligned the ICT/digital strategy to ensure maximum impact on the organisation’s desired outcomes. Provide an example of a particular initiative or project that demonstrates this alignment. How have you approached digital innovation delivery? What are your measures of success?

(No word limit).

*(Please note parts of this overview may be used by the organisers as part of the CIO Awards media campaign if you are selected as a finalist. Any information from this application used will be verified with you before it is used in the media campaign)*

2. Leadership Skills (weighting 10%)

Describe your leadership style and give examples of your leadership, collaboration, change management and management skills

(No word limit)

3. Influencing Skills (weighting 10%)

Describe a time you used influencing skills to achieve an outcome (internally or externally). Outline your goal, actions taken, and how you measured success.

(No word limit)

4. Team Culture and Diversity (weighting 10%)

A strong team culture and a diverse, well-supported IT staff can create a competitive advantage. Describe your team structure and culture, including:

- How you manage recruitment and retention of talent.
- Initiatives to enhance team culture and their impact on business outcomes.
- Efforts to promote inclusion and diversity and their effect on culture.

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- Training and development programmes for talent growth.

(No word limit)

5. Negotiation Skills (weighting 10%)

CIOs negotiate across internal teams, business partners, suppliers, and governing bodies. Describe how you ensure expected performance standards are met by both internal and external parties. What actions do you take when standards are not met? Use a real-life example, outlining the issue, performance expectations, process, and outcome.

(No word limit)

6. Innovation and Business Improvement (weighting 15%)

Describe the planning, delivery, and impact of a business improvement that incorporated innovation and challenged the status quo. Include relevant measures such as financial impact, innovation, process efficiency, employee engagement, and customer benefits. What were the key contributors to its success?

(No word limit)

7. Governance and Risk Management (weighting 5%)

What governance mechanisms do you, or have you, put in place to ensure effective governance of ICT activity and what processes have you put in place to manage risk and develop a robust risk-based culture?

(No word limit)

8. Programme Management (weighting 5%)

Explain how you manage multiple projects and describe how you know whether projects in your organisation meet their expected outcomes. Give examples of:

- A successful project
- A project that did not meet its expected outcome.
- Explain what you learned from both experiences.

(No word limit)

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9. Adversity Planning (weighting 5%)

Choose one of the following and describe its design, process, and delivery within your organisation. Clearly state if it relates to a natural, human-caused, or accidental/technical hazard:

- Processes for managing economic disruption, pandemics, natural disasters, cyberattacks, civil unrest, supply chain disruptions, etc.
- Creating resilience in your organisation's digital ecosystems.
- Design and testing of disaster planning, including infrastructure resilience, data protection, employee safety, and operational continuity.
- Developing alternate work and computing sites, emergency facilities, and readiness.
- Emergency readiness and response demonstration.
- Adversity planning (BCP and DRP (Disaster Recovery Plan)) strategy and alignment with IT strategy.

(No word limit)

10. Customer Experience and Service Delivery (weighting 10%)

Describe how your organisation focuses on customer engagement and experience, and how you elevate both customer and employee experience. How do you measure ICT's contribution to customer satisfaction, and what changes have you made to improve the experience?

(No word limit)

11. Supply any other information you think may assist your submission (video content, media mentions, industry group advocacy, etc.).

12. Supply details of **two people** whom our judges may contact for references:

- Name:
- Organisation:
- Telephone:
- Mobile:

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- Email:

13. Please list any supporting documentation that you can provide, on request, by the judging panel, such as documentation under specific non-disclosure restrictions.

## Emerging ICT Leader of the Year

This award recognises and celebrates exceptional talent in New Zealand's ICT sector—future leaders under 35 who are demonstrating outstanding ICT initiative and leadership.

The recipient will have already made a significant impact in their ICT career, demonstrated through outstanding initiative and leadership. This could include leading a high-performing ICT team in an established organisation, building a successful technology business, or mentoring underrepresented communities in digital leadership.

### Criteria

#### 1. Eligibility:

- Entrants must be 35 years of age or younger, at the time of the NZ CIO Awards Gala Dinner (19 August 2025).
- The entrant must be a New Zealand resident and working within a New Zealand organisation at the time entries close (11:59 PM, 13 May 2025).

#### 2. References Required:

- Two references must be provided as part of the entry form.

#### 3. How to Enter:

- You may enter yourself or be nominated, e.g. by a peer or colleague.
- If nominated, the nominee must still submit a completed entry form. Submitting a nomination form alone does not constitute a completed entry.

#### 4. Submission Instructions:

- All entries must be submitted through the online entry portal at <https://www.ciosummit.co.nz/awards>.
- For assistance, please contact Rebecca Baily, Awards Programme Manager, at [rebecca.baily@brightstar.co.nz](mailto:rebecca.baily@brightstar.co.nz).

#### 5. Preparation Tips:

- Review the [Awards portal guidelines](#) prior to submitting your final entry.
- Use this form to copy the questions and plan your entry offline before submitting it online.

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- Save your progress in the entry portal to avoid losing information if the entry is incomplete.
- We recommend keeping a backup copy of your answers offline. This will allow you to quickly re-enter your data in case of technical issues during submission.

**What the judges are looking for:**

- **Project leadership and impact:** Clear demonstration of key achievements in a project or initiative, including your role, outcomes, and challenges faced.
- **Communication and influence:** Ability to effectively communicate and influence decision makers and stakeholders to drive project success.
- **Promotion of ICT:** Efforts to advocate for and promote the use of ICT within your organisation, sector, or the broader community.
- **Professional development:** Clear focus on your professional goals for the next five years and the steps you’re taking to achieve them.
- **Vision for the future:** Insight into how ICT can drive New Zealand’s digital economy forward

**Entry form**

Contact details: (please supply all details requested)

|                 |  |
|-----------------|--|
| Name:           |  |
| Title:          |  |
| Organisation:   |  |
| Postal address: |  |
| Street address: |  |
| City/Town:      |  |
| Telephone:      |  |
| Mobile:         |  |
| Email:          |  |
| Date of birth:  |  |

1. Overview

Describe your current role and career path to date.

(Limit 250 words)

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*(Please note parts of this overview may be used by the organisers as part of the CIO Awards media campaign if you are selected as a finalist – these will be verified with you before using)*

## 2. Project Outline (Weighting: 25%)

Outline a project or initiative with an ICT component or technology solution you were involved in, either as a leader or key participant:

- What was the project/initiative, including its value, goal, and the number of people involved?
- What was your role in the project/initiative?
- What challenges did you face and how did you overcome them?
- What unique contributions did you make to the project's success?
- Who were the key sponsors or supporters within your organisation or community?

(No word limit)

## 3. Communication and Influencing Decision Makers (Weighting: 20%)

Describe an example of how you influenced key decision makers and influencers who impacted the success of the initiative you described:

- How did you communicate and influence others within the organisation or wider technology ecosystem?

(No word limit)

## 4. Promotion of Technology Use (Weighting: 25%)

How have you promoted the use of ICT in your organisation, sector, or community (e.g. mentoring, events, blogs, internal communications, forum moderation, etc.)?

(No word limit)

## 5. Goals (Weighting:10%)

What are your professional goals in the next five years and how do you plan to get there?

(No word limit)

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6. Promoting ICT in New Zealand (Weighting: 20%)

As this award recognises future leaders, how can ICT contribute to making New Zealand a more prosperous country and a thriving digital economy? What would you do as the Minister of the Digital Economy?

(Limit 500 words)

7. Supply any other information you think may assist your submission (video content, media mentions, industry group advocacy, etc.).

8. Supply details of two people whom our judges may contact for references:

- Name:
- Organisation:
- Telephone:
- Mobile:
- Email:

9. Please list any supporting documentation that you can provide, on request, by the judging panel, such as documentation under specific non-disclosure restrictions.

## Innovation Leadership Through an Emerging Technology

### New category

This award celebrates an organisation that is redefining innovation by harnessing emerging technologies to shape the future of their industry. It recognises those leveraging an emerging technology to create new business models, transform processes, or develop new products and services.

The recipient of this award sets a benchmark for innovation, showcasing how emerging technologies can drive competitive advantage and resilience while navigating the complexities of evolving technologies and regulatory frameworks.

For the 2025 award emerging technology is defined as one of the following categories (please contact the awards coordinator if the technology you wish to enter is not on the list below).

- Artificial intelligence and Generative AI
- Sovereign Cloud
- Quantum Computing
- Next generation connectivity (5G, satellite technology)
- Extended Reality (XR) - Virtual Reality (VR), Augmented Reality (AR), and Mixed Reality (MR)
- Digital Twins and Smart City Technologies
- Edge computing and Internet of Things (IoT)
- Sustainable and Green Technologies

### Criteria

#### 1. Entry Requirements:

- The organisation must be operating in New Zealand at the time entries close (11:59 PM, Wednesday, 13 May 2024).
- The emerging technologies must be live and not in the ideation or planning stages.
- Open to end-user or tech-buyer organisations only. A technology supplier may nominate a client or collaborate with them to submit an entry under the client's name.

#### 2. Eligibility:

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- The deployment of the emerging technology must be completed or near completion no earlier than 31 May 2024.
- The project must have adopted the chosen emerging technology as the primary tool to address a business problem or opportunity. While it can be used alongside other technologies, it must be the enabler, not a supporting element.
- The project must be initiated and deployed in New Zealand. While it may also be implemented in operations overseas, it must be led by a person or team based in New Zealand.
- This award focuses on emerging technologies, such as those listed above. If the entry involves an established technology used in an innovative way, please enter the Business Transformation through Digital and IT Award category.

### 3. How to Enter:

- You may enter the initiative yourself or be nominated, e.g. by a peer or colleague.
- If nominated, the nominee must still submit a completed entry form. Submitting a nomination form alone does not constitute a completed entry.

### 4. Submission Instructions:

- All entries must be submitted through the online entry portal at <https://www.ciosummit.co.nz/awards>.
- For assistance, please contact Rebecca Baily, Awards Programme Manager, at [rebecca.baily@brightstar.co.nz](mailto:rebecca.baily@brightstar.co.nz).

### 5. Preparation Tips:

- Review [the Awards portal guidelines](#) prior to submitting your final entry.
- Use this form to copy the questions and plan your entry offline before submitting it online.
- Save your progress in the entry portal to avoid losing information if the entry is incomplete.
- We recommend keeping a backup copy of your answers offline. This will allow you to quickly re-enter your data in case of technical issues during submission.

What the Judges are looking for:

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- **Visionary innovation:** How the organisation uses emerging technology to solve problems, create opportunities, or reshape industry norms.
- **Strategic impact:** Alignment of the technology with the organisation’s long-term vision and measurable business outcomes.
- **Technology execution:** Successful deployment, integration, and overcoming challenges such as adoption and scalability.
- **Ethical and responsible use:** Consideration of ethical, security, and regulatory factors, including transparency and compliance.
- **Measurable outcomes:** Clear evidence of impact, supported by relevant metrics.
- **Leadership and influence:** The role of leadership in driving innovation, upskilling teams, and fostering collaboration.

## Entry form

Contact details: (please supply all details requested)

|                 |  |
|-----------------|--|
| Name:           |  |
| Title:          |  |
| Organisation:   |  |
| Postal address: |  |
| Street address: |  |
| City/Town:      |  |
| Telephone:      |  |
| Mobile:         |  |
| Email:          |  |

### 1. Overview

Describe your organisation and provide a brief overview of its business model. Include statements on what makes the organisation a success and the opportunities and challenges for the future. Include a brief description of the emerging technology that this entry is for and describe how it fits within your technology strategy and roadmap.

(500-word limit)

*(Please note parts of this overview may be used by the organisers as part of the CIO Awards media campaign if you are selected as a finalist- – these will be verified by the organisers with you before using)*

### 2. Detailed description of the initiative/programme (Weighting 50%)

Describe how the emerging technology addresses a problem, or creates an opportunity, in ways that existing solutions have not been able to deliver on?

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- Describe how has it been deployed and used in your organisation – what is unique about your application of the emerging technology?
- What were the challenges and roadblocks that you and your team needed to overcome as part of the deployment and how were these addressed?
- How have you ensured that technology integrates with existing and other emerging technologies?
- How has the wider business been engaged with?

(No word limit)

### 3. Positive impacts (Weighting 10%)

What have been the positive outcomes that your organisation has experienced or expect from the deployment of this technology? Describe some of the metrics used to measure success?

(No word limit)

### 4. Leadership (Weighting 10%)

Who are the stakeholders and how has leadership (e.g., CEO, CTO, or other executives) influenced the vision, strategy, and success of this technology? What partnerships or collaborations have been instrumental in bringing this technology to life?

(No word limit)

### 5. People and upskilling (Weighting 10%)

Were new skills or expertise required to develop and deploy this technology, and if so, how did your organisation acquire or develop these skills?

(No word limit)

### 6. Ethical and responsible use (Weighting 10%)

What are the ethical, security, and regulatory considerations you have addressed in deploying this technology?

(No word limit)

### 7. Long-term vision (Weighting 10%)

What's next? What is your long-term vision for this technology, and how do you plan to scale or evolve it over the next five years?

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(No word limit)

8. Supply any other information you think may assist with your submission.

9. Provide details of two people whom our judges may contact for references:

- Name:
- Organisation:
- Telephone:
- Mobile:
- Email:

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## Excellence in Customer Value

### New category

This award celebrates technology teams that redefine customer engagement, delivering increased levels of customer value and experience through a refreshed approach to user engagement.

The recipient will demonstrate how their initiative—spanning projects, solutions, processes, business models, or operations—has significantly improved customer outcomes. By prioritising user needs and fostering meaningful engagement, they set a benchmark for excellence in creating lasting customer value.

### Criteria

#### 1. Entry Requirements:

- The organisation must be operating in New Zealand at the time entries close (11:59 PM, Wednesday, 13 May 2024).
- The initiative must be live and not in the ideation or planning stages.
- Open to end-user or tech-buyer organisations only. A technology supplier may nominate a client or collaborate with them to submit an entry under the client's name.

#### 2. Eligibility:

- Open to any organisation operating as an end-user or tech-buyer in New Zealand at the time entries close.

#### 3. How to Enter:

- You may enter the initiative yourself or be nominated, e.g. by a peer or colleague.
- If nominated, the nominee must still submit a completed entry form. Submitting a nomination form alone does not constitute a completed entry.

#### 4. Submission Instructions:

- All entries must be submitted through the online entry portal at <https://www.ciosummit.co.nz/awards>.
- For assistance, please contact Rebecca Baily, Awards Programme Manager, at [rebecca.baily@brightstar.co.nz](mailto:rebecca.baily@brightstar.co.nz).

#### 5. Preparation Tips:

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- Review the [Awards portal guidelines](#) prior to submitting your final entry.
- Use this form to copy the questions and plan your entry offline before submitting it online.
- Save your progress in the entry portal to avoid losing information if the entry is incomplete.
- We recommend keeping a backup copy of your answers offline. This will allow you to quickly re-enter your data in case of technical issues during submission.

**What the Judges are looking for:**

- **Customer-centric innovation:** Evidence of how innovative technologies, processes, or strategies have redefined customer engagement and delivered unique or differentiated value.
- **Measurable impact:** Demonstration of clear, quantifiable improvements in customer satisfaction, retention, or overall experience, supported by business impact metrics.
- **User-centred design:** How the solution prioritises customer needs through personalisation, accessibility, and seamless interactions, leveraging data, AI, or automation.
- **Execution and scalability:** Effectiveness of implementation, overcoming challenges, and the ability to scale the initiative to serve a wider customer base while aligning with business goals.
- **Customer voice:** Direct feedback, testimonials, or case studies that illustrate meaningful improvements in customer experience and engagement.

**Entry form**

Contact details: (please supply all details requested)

|                 |  |
|-----------------|--|
| Name:           |  |
| Title:          |  |
| Organisation:   |  |
| Postal address: |  |
| Street address: |  |
| City/Town:      |  |

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|            |  |
|------------|--|
| Telephone: |  |
| Mobile:    |  |
| Email:     |  |

### 1. Overview

Describe your organisation and provide a brief overview of your approach to delivering customer value. Highlight what makes your organisation successful in creating positive customer experiences and the opportunities and challenges for the future. Provide a brief description of the initiative, why it is innovative, and at least one major KPI (Key Performance Indicator) or business outcome that can be shared publicly.

(500 word limit)

*(Please note parts of this overview may be used by the organisers as part of the CIO Awards media campaign if you are selected as a finalist- – these will be verified by the organisers with you before using)*

### 2. Detailed description of the initiative/programme (Weighting 50%)

Describe the key initiative or programme that has significantly enhanced customer value. Please separate your answer into sections. Suggestions below:

- **Business case and drivers:** What problem or opportunity prompted the initiative?
- **Timeline and milestones:** Key developments within the last 12 months.
- **Key elements:** How did the initiative transform customer experiences, and what role did innovation play?
- **Challenges and solutions:** Obstacles faced and how they were overcome.
- **Strategic alignment:** How does the initiative support broader business goals?
- **Technology and digital integration:** The role of technology, automation, or data in delivering customer value.
- **Lessons learned:** Key insights for future initiatives.
- **Business benefits:** Measurable benefits for both customers and the organisation.
- **Cultural and organisational impact:** How the initiative influenced internal teams and collaboration.

(No word limit)

### 3. Measurable Impact (Weighting 10%)

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Select up to three key areas where the initiative has delivered measurable improvements, along with supporting evidence. (Select 3)

- a) Customer satisfaction and advocacy: e.g. NPS increase, improved retention, repeat business growth
- b) Customer experience and engagement: e.g. reduced waiting times, increased self-service, personalised interactions
- c) Business growth and revenue impact: e.g. increased customer lifetime value, revenue growth from customer-centric services
- d) Operational efficiency and service delivery: e.g. faster response times, reduced complaints, cost savings
- e) Increased accessibility and inclusivity: e.g. improved language support, disability-friendly design, outreach to underserved communities
- f) Other (please specify): e.g. increased programme reaches, improved outcomes, amplified engagement

(No word limit)

#### 4. Leadership and Strategy (Weighting 10%)

How does your leadership team champion customer value, and how is customer-centricity embedded into the business strategy?

- Describe the role of senior leadership in driving customer value initiatives.
- How does leadership gain support and investment for customer-focused innovation?
- What governance structures or frameworks ensure continuous improvement in customer engagement and experience?
- How does your organisation embed customer insights into decision-making and strategic planning?

(No word limit)

#### 5. Business and Customer alignment (Weighting 10%)

How does your organisation ensure that customer needs are at the heart of business and technology decisions?

- How do different teams (e.g. IT, product, marketing, operations) collaborate to enhance customer experiences?

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- How is success measured, and what KPIs track customer value?
- How do customer insights drive business strategy, service delivery, and innovation?

(No word limit)

6. Innovation & Future Readiness (Weighting 10%)

Describe how your organisation keeps pace with evolving customer expectations and industry trends.

- How do you anticipate and respond to changing customer needs?
- What role does emerging technology, automation, or AI play in enhancing customer value?
- How do you balance personalisation with privacy, security, and ethical considerations?

(No word limit)

7. Supply any other information you think may assist with your submission.

8. Provide details of two people whom our judges may contact for references:

- Name:
- Organisation:
- Telephone:
- Mobile:
- Email:

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## Business Transformation through Digital and IT Award

This award celebrates organisations that have successfully planned and executed business transformation initiatives by leveraging digital and disruptive technologies. It recognises those that have strategically integrated these innovations to deliver outstanding outcomes aligned with their broader business goals.

The recipient of this award will showcase seamless collaboration across the organisation, strong leadership advocacy, and a clear vision that paved the way for transformation. They will set the standard for industry leadership, demonstrating how digital technologies can be harnessed to drive meaningful and lasting organisational change.

### Criteria

#### 1. Entry Requirements:

- The organisation must be operating in New Zealand at the time entries close (11:59 PM, Wednesday, 13 May 2024).
- The initiative or project must be live and not in the ideation or planning stages.
- Open to end-user or tech-buyer organisations only. A technology supplier may nominate a client or collaborate with them to submit an entry under the client's name.

#### 2. Eligibility:

- Open to any organisation operating as an end-user or tech-buyer in New Zealand at the time entries close.

#### 3. How to Enter:

- You may enter the initiative yourself or be nominated, e.g. by a peer or colleague.
- If nominated, the nominee must still submit a completed entry form. Submitting a nomination form alone does not constitute a completed entry.

#### 4. Submission Instructions:

- All entries must be submitted through the online entry portal at <https://www.ciosummit.co.nz/awards>.
- For assistance, please contact Rebecca Baily, Awards Programme Manager, at [rebecca.baily@brightstar.co.nz](mailto:rebecca.baily@brightstar.co.nz).

#### 5. Preparation Tips:

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- Review the [Awards portal guidelines](#) prior to submitting your final entry.
- Use this form to copy the questions and plan your entry offline before submitting it online.
- Save your progress in the entry portal to avoid losing information if the entry is incomplete.
- We recommend keeping a backup copy of your answers offline. This will allow you to quickly re-enter your data in case of technical issues during submission.

What the Judges are looking for:

- **Executive sponsorship:** Evidence of executive or board-level sponsorship and advocacy.
- **Technology as an enabler:** Demonstration of how technology was leveraged to enable the business transformation project or initiative.
- **Innovation:** Use of innovative approaches or solutions, such as being the first in your industry or New Zealand to implement, or showcasing competitive advantages created through innovation.
- **Measurable outcomes:** Clear benefits to the organisation, demonstrated across business and IT metrics.
- **Collaboration:** Examples of collaboration between IT, the organisation, and the wider partner ecosystem.
- **Strategic fit:** While focused on one transformation project or initiative, entries should also demonstrate how it aligns with the wider business strategy and forms part of a broader transformation programme, rather than being a stand-alone project.

## Entry form

Contact details: (please supply all details requested)

|                 |  |
|-----------------|--|
| Name:           |  |
| Title:          |  |
| Organisation:   |  |
| Postal address: |  |

ENTRIES CLOSE: 11.59pm, 13 May 2025

|                 |  |
|-----------------|--|
| Street address: |  |
| City/Town:      |  |
| Telephone:      |  |
| Mobile:         |  |
| Email:          |  |
| Date of birth:  |  |

1. Overview

Describe your organisation and provide a brief overview of its business model. Include statements on what makes the organisation a success and the opportunities and challenges for the future. Include a brief description of the Business Transformation initiative, why it is innovative, and at least one major KPI (Key Performance Indicators) or business outcome that can be shared publicly.

(500 word limit)

*(Please note parts of this overview may be used by the organisers as part of the CIO Awards media campaign if you are selected as a finalist- – these will be verified by the organisers with you before using)*

2. Detailed description of the initiative/programme (Weighting 50%)

Describe a business transformation initiative in your organisation that is powered by technology and digital innovation.

Please separate your answer into sections. Suggestions below.

- **Business case and drivers:** What were the main reasons or advocates behind the project?
- **Timeline:** Key stages of the project in the past 12 months (for multi-year projects).
- **Key elements:** How did these elements transform the business through technology?
- **Challenges and solutions:** What challenges were faced and how were they overcome?
- **Strategic fit:** How does the project align with the wider business strategy or objectives?
- **Solution and innovation:** What was innovative about the technology used, and how was it integrated with legacy systems?
- **Lessons learned:** Key insights for future transformation projects.

- **Business benefits:** What measurable benefits were realised through the transformation?
- **Team benefits and organisational impact:** How has the transformation impacted the team structure, new roles, reskilling, etc.?

### 3. Positive impacts (Weighting 10%)

Select up to three areas positively impacted by the project/initiative and quantitative measures. Include details of how this was measured. (Select 3)

- Productivity, e.g. x% increased
- Business process efficiency/transformation, e.g. x% improvement
- New digital products or services e.g. x% revenue from new digital products/services
- Top line or bottom-line growth, e.g. x% revenue growth, x% increase in profitability
- Cyberthreat activity and risks, e.g. real-time threat identification incidents
- Customer loyalty/advocacy/NPS, e.g. % faster ideation, product launches, employee satisfaction etc.
- Others (please specify) e.g. Accelerated R&D processes; faster time to market, data monetization, skilled employee retention/attraction, sustainability, reduced workplace accidents, etc.

(No word limit)

### 4. Leadership (Weighting 10%)

How is your leadership team/board managing the transition from old to innovative technologies, and from experimental to operational in the context of digital transformation? How important is this to the overall business strategy? What changes have been made in team structures or reskilling/upskilling staff?

Please separate your answer into the following sections:

- **Leadership approach:** How does your leadership team drive digital transformation (e.g. CEO advocacy, collaboration, employee empowerment)?
- **Support for innovation:** How does leadership gain support for investment in innovative technologies, and who is driving this in the organisation?
- **Culture and business transformation:** How has your organisation approached cultural and business transformation (e.g. transformation group, change management, innovation hubs)?

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- **Transformation governance:** What governance structures are in place to manage transformation?
- **Customer/user experience:** How is customer or user experience incorporated into the initiative?

(No word limit)

5. People and culture (Weighting 10%)

Describe your organisational culture and how you manage talent, both in IT and across the business (if applicable), along with training to bring your people along on the transformational journey.

(No word limit)

6. Business and IT alignment (Weighting 10%)

Describe how the IT/Digital team engages with the wider business and how it contributes to the achievement of the organisation strategic goals.

- Team KPI's
- Revenue generation
- Service delivery

(No word limit)

7. Digital advancements (Weighting 10%)

Describe how you are dealing with the rapid pace of digital advancements and change, specifically explaining how you are managing (or creating) digital disruption.

8. Supply any other information you think may assist with your submission.

9. Provide details of two people whom our judges may contact for references:

- Name:
- Organisation:
- Telephone:
- Mobile:

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- Email:

ENTRIES CLOSE: 11.59pm, 13 May 2025

## Best ICT Team Culture & Inclusion

This award recognises outstanding ICT team culture, recruitment, inclusion, and diversity practices that drive team and organisational success. These organisations prioritise recruitment, retention, and training future talent as essential to building high-performing ICT teams.

The award highlights practices, policies, and strategies that create a modern, inclusive, and open team culture. Successful teams nurture diversity, foster cohesion and morale, and retain critical talent to build a competitive digital business.

### Criteria

#### 1. Entry Requirements:

- The organisation must be operating in New Zealand at the time entries close (11:59 PM, 13 May 2025).

#### 2. Eligibility:

- Open to **any operational ICT team** operating in New Zealand at the time entries close.

#### 3. How to Enter:

- You may enter your team yourself or be nominated, e.g. by a peer or colleague.
- If nominated, the nominee must still submit a completed entry form. Submitting a nomination form alone does not constitute a completed entry.

#### 4. Submission Instructions:

- All entries must be submitted through the online entry portal at <https://www.ciosummit.co.nz/awards>.
- For assistance, please contact Rebecca Baily, Awards Programme Manager, at [rebecca.baily@brightstar.co.nz](mailto:rebecca.baily@brightstar.co.nz).

#### 5. Preparation Tips:

- Review the [Awards portal guidelines](#) prior to submitting your final entry.
- Use this form to copy the questions and plan your entry offline before submitting it online.
- Save your progress in the entry portal to avoid losing information if the entry is incomplete.

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- We recommend keeping a backup copy of your answers offline. This will allow you to quickly re-enter your data in case of technical issues during submission.

What judges are looking for:

- **Executive sponsorship:** Evidence of executive or board-level sponsorship and advocacy.
- **ICT team culture:** Demonstration of how the ICT team’s culture contributes to the organisation’s success beyond a single project or programme.
- **Culture change management:** Implementation of change management programmes that have improved talent retention and recruitment.
- **Team resilience and agility:** Examples of how the culture enables resilience, agility, and empowered team members.
- **Measurable benefits:** Clear metrics showcasing benefits to the organisation.
- **Alignment with organisational strategy:** Explanation of how the ICT team’s culture aligns with the broader organisational strategy and culture.

## Entry form

Contact details: (please supply all details requested)

|                 |  |
|-----------------|--|
| Name:           |  |
| Title:          |  |
| Organisation:   |  |
| Postal address: |  |
| Street address: |  |
| City/Town:      |  |
| Telephone:      |  |
| Mobile:         |  |
| Email:          |  |
| Date of birth:  |  |

### 1. Overview

Describe your organisation, providing a brief overview of your business model. Include statements on what defines success at your organisation, the opportunities and challenges faced for the future.

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Provide at least one major KPI (Key Performance Indicator) or business outcome/s that can be shared publicly.

*(Please note parts of this overview may be used by the organisers as part of the CIO Awards media campaign if you are selected as a finalist – these will be verified with you, by the organisers, before using)*

(Limit 500 words)

2. ICT Team Structure (Weighting: 10%)

Describe your ICT team's role, key skills, and capabilities. What drives the team, and how does collaboration contribute to success? Attach a team structure chart.

(No word limit)

3. Team culture (Weighting: 30%)

Describe the initiatives taken to build team culture, how success is measured, and the impact on key metrics. How do diversity, inclusion, and leadership influence culture? How have hybrid working models shaped your approach? Explain how team culture drives organisational success.

Suggested supporting documentation which can be provided includes, but not limited to:

- Employee satisfaction survey results
- Team turnover for past 2-3 years – how has team culture changed this?
- Diversity and inclusion policies and programmes

(No word limit)

4. Recruitment and talent retention (Weighting: 20%)

- How does your organisation attract, retain, and develop ICT talent?
- What strategies support recruitment, retention, and securing critical skills in short supply?
- What activities, policies, and practices help attract and retain valuable staff?

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- How do you ensure a diverse and prepared workforce?
- How do culture and inclusion initiatives contribute to talent development?

(No word limit)

5. Team project (Weighting: 20%)

Describe a project where your team went beyond its usual capacity to achieve an outstanding result. Explain how leadership enabled success, share team member insights or quotes on what made it possible, and demonstrate how a strong team culture and inclusion contributed to the project outcomes.

(No word limit)

6. Engagement (Weighting: 10%)

Describe how the team engages with the wider organisation and their contributions to the achievement of the organisation's strategic goals.

(No word limit)

7. Summation (Weighting: 10%)

In your own words describe what makes your team stand out from others and why you feel they should win the Best ICT Team Culture & Inclusion Award.

(No word limit)

8. Additional information (Optional)

Supply any other information you think may assist with your submission.

9. Supply details of three people whom our judges may contact for references:

- Name:
- Company:
- Telephone:
- Mobile:
- Email:

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- Reference 1 – Team Member
- Reference 2 – Executive Manager, Director etc.
- Reference 3 – External client or supplier

10. List any supporting documentation that can be made available on request (marketing content, media releases/stories, culture reviews)

## Community Tech Champions

This award honours outstanding initiatives that promote digital equity, diversity, and accessibility to technology and tech careers in Aotearoa, New Zealand. These initiatives may include programmes for women in tech, Māori and Pasifika in tech, regional or community projects, accessibility for people with disabilities, youth engagement, and lifelong learning.

The Community Tech Champions award encourages private businesses, public sector organisations, not-for-profits, and academic institutions to take action, ensuring the digital capabilities of all New Zealanders continue to grow and improve.

### Criteria

#### 1. Entry Requirements:

- Open to any organisation (E.g. private or public sector, not for profit, community group or academic institution etc) operating in Aotearoa, New Zealand, which has created, adapted, or significantly participated in a programme promoting digital inclusion within the past 18 months.
- The programme must aim to educate, expose, and engage New Zealanders previously underrepresented in the ICT sector.
- Entries close at 11:59 PM, Wednesday, 13 May 2024.

#### 2. Examples of Eligible Programmes:

- Information and education initiatives, or mentorships.
- Partnerships with tertiary providers and education agencies to influence and shape the curriculum.
- Collaboration with government agencies.
- Internship programmes for underrepresented communities and people.
- Initiatives driven by not-for-profit organisations, social groups, or other community-focused groups.

Note: Coordinated efforts across multiple fronts (e.g., a university initiative paired with a high-school internship programme) are encouraged. Organisations with multiple

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programmes may enter them as one coordinated programme using a single nomination form.

### 3. How to Enter:

- You may enter the initiative yourself or be nominated, e.g. by a peer or colleague.
- If nominated, the nominee must still submit a completed entry form. Submitting a nomination form alone does not constitute a completed entry.

### 4. Submission Instructions:

- All entries must be submitted through the online entry portal at <https://www.ciosummit.co.nz/awards>.
- For assistance, please contact Rebecca Baily, Awards Programme Manager, at [rebecca.baily@brightstar.co.nz](mailto:rebecca.baily@brightstar.co.nz).

### 5. Preparation Tips:

- Review the [Awards portal guidelines](#) prior to submitting your final entry.
- Use this form to copy the questions and plan your entry offline before submitting it online.
- Save your progress in the entry portal to avoid losing information if the entry is incomplete.
- We recommend keeping a backup copy of your answers offline. This will allow you to quickly re-enter your data in case of technical issues during submission.

### What the judges are looking for:

- **Impactful community initiatives** – Clear purpose, goals, and measurable benefits of programmes that support digital skills and inclusion.
- **Sustainability and partnerships** – Evidence of long-term commitment, funding strategies, and collaboration with key partners.
- **Tangible benefits** – Demonstrated positive outcomes for individuals, organisations, and the wider community, supported by data where possible.
- **Overcoming challenges and continuous improvement** – How obstacles were tackled and enhancements made to maximise impact.
- **Scalability and inspiration** – Why the initiative serves as a model for others looking to drive meaningful change through technology.

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## Entry form

Contact details: (please supply all details requested)

|                 |  |
|-----------------|--|
| Name:           |  |
| Title:          |  |
| Organisation:   |  |
| Postal address: |  |
| Street address: |  |
| City/Town:      |  |
| Telephone:      |  |
| Mobile:         |  |
| Email:          |  |
| Date of birth:  |  |

### 1. Overview (Weighting: 10%)

Provide an overview of the programmes that contribute to your initiatives. Describe the origin, goals, targets, and how each programme integrates into a combined effort (if more than one programme). Please start your overview with 1 to 2 sentences providing the overall purpose of your initiative.

(500 word limit)

*(Please note parts of this overview may be used by the organisers as part of the CIO Awards media campaign if you are selected as a finalist – you will be notified to review and approve any content before it is used in the promotion)*

### 2. Partners (Weighting: 10%)

If any, what third parties or partners are you primarily working with? These can include nonprofit, education institutes, technology companies and/ or community groups. Please, include the organisations' website addresses and who your primary contact was at the organisation.

(No word limit)

### 3. Sustainability of the programme (Weighting 20%)

How many years has your initiative, including its major programme, been in effect? Describe steps you have taken to ensure that each programme will continue (funding for multiple years, multi-year agreements with partners, etc.).

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(No word limit)

4. Benefits (Overall weighting 15% from 4a, 4b, 4c)

Describe the impact of your initiative on participants, your organisation, and the wider community. If your initiative includes multiple programmes, outline the benefits of each separately. Any numbers you provide here will not be disclosed without first obtaining your permission.

(No word limit)

a. People benefits (Weighting 5%)

How many people have your programmes reached, and what has been the impact from their perspective? Provide context, such as percentage of the community reached, or specific skills gained.

b. Organisation benefits (Weighting: 5%)

How has your organisation benefited from the programmes? Consider financial, cultural, PR, or innovation gains, with quantifiable context where possible.

c. Community benefits (Weighting: 5%)

How has the community benefited? Define the communities impacted (e.g. geographic, demographic, industry or institutional) and provide measurable outcomes or qualitative improvements in ICT awareness and perception.

5. Challenges overcome (Weighting: 10%)

Describe the most significant challenge or hurdle related to the successful implementation of your programme(s), and how you overcame it.

(No word limit)

6. Improvements (Weighting: 10%)

Describe the greatest improvement or enhancement you have made to the programme(s), that resulted in the biggest gain or turnaround of results.

(No word limit)

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7. Lessons (Weighting: 10%)

Describe the most important lesson learned in making the programme(s) a success, which you would want to share with others attempting such an initiative.

(No word limit)

8. Programme participant quote (Weighting 5%)

Please provide a quote from a programme participant reflecting the benefit or the experience from a personal perspective. This can be anonymous, and your permission will be sought if we would like to use this information in promotion of finalists.

(No word limit)

9. Summation (Weighting 10%)

Why should your programme(s) be considered a role model to other companies looking to make a lasting impact and change within the wider community, enabling New Zealanders with valuable digital skills and knowledge?

(300 words maximum)

10. Supply details of two people whom our judges may contact for references:

- Name:
- Organisation:
- Telephone:
- Mobile:
- Email:

## Outstanding Contribution to Technology and Business in New Zealand

This award honours a high-profile business leader from either the public or private sector whose contributions have significantly and uniquely impacted the New Zealand or global business community through information technology. The award recognises individuals at the intersection of business and technology. Those that have had a long and successful career in IT, who have contributed significantly to the effectiveness of business through technology, or someone who has had great success in a technology company.

The recipient is selected by the judging panel. However, if you know of a worthy candidate, we encourage you to submit a nomination via the form or by emailing [awards@brightstar.co.nz](mailto:awards@brightstar.co.nz).

## Outstanding Contribution nomination process

### What the judges are looking for in the recipient:

- Significant impact in both technology and business.
- Proven track record of success in IT or a technology-driven organisation.
- Meaningful contributions to advancing business through technology.
- Lasting influence on the New Zealand or global business landscape.
- Innovation and leadership that have shaped the industry and inspired others.

### Nomination form details:

1. Your Name
2. Your Job Title and Company
3. Your Email Address
4. Nominee's Name
5. Nominee's Job Title and Company
6. Nominee's Email Address
7. Reason for Nomination (Briefly explain why you are nominating this person.)

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**Important Note:**

This form is for submitting a nomination only. Your nomination will be sent to the judging panel for consideration. You will receive an email to confirm receipt of the nomination.

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