IS YOUR BANKS' CULTURE LIMITING THE VALUE OF THE CLOUD?

VIDEO TRANSCRIPT

Nicole Lanza: Hi, I'm Nicole.

Keri Smith: Hi, I'm Keri.

Nicole: I think we see that culture is both an opportunity and a challenge for cloud adoption and banking.

What needs to happen is banks have to shift towards developing together on the frontend in partnership with their risk and compliance and lines of business, which is not always naturally how a bank behaves today. And so that, that shift allows them to build 'resilient by design,' is the term that we would typically use, 'secure by design,' and agree on how something is going to be done before it's even built. It's necessary to do that from a, you know, a due diligence perspective, but that shifting culture really can help drive a broader transformation through cloud, which helps the bank shift into a product-based organization and really mature and speed up their development life cycles.

Keri: Those are great points. And you know, as you're talking about that, Nicole, something else comes, came to my mind, which is, you know, entrepreneurial mindsets as well. So as we are looking at the organizations and then they're thinking about upskilling, reskilling, and then also hiring new talent, I do think the mindset is also important, right? So, you know, a lot of the times within, you know, technology and some of the instantiation that was there, there were a lot of specialists that were in play. But as you're looking at, you know, as we think about dev ops and some of these broader skillsets, you really

want to have a bit of that cross-functional expertise, you know, as we were looking at some of our employees, so that they're able to make one, the quick decisions, but also from the agile ways of working, being able to have that. So I think a little bit of that entrepreneurial energy where, as you're working with a startup culture, yes, you may have job description one, but you're definitely doing quite a few things. And it's actually something that's very energizing for the workforce as well, right? Where you feel that you have accelerated pathways for your career where you're able to then get multiple skillsets at the same time. And then the other one that I would talk about is just more communicating with influence, right? So how do we actually teach a little bit about that communication skills that allow people to better understand each other, but more than that mobilize and, and collaborate together?

Nicole: Yeah, I totally agree. I had a boss some years ago who said, sometimes you have to do a little bit of their work for them to help them understand what you need to do together. And I thought that was, it was a great lesson. Oh, it's so true. The piece I would sort of tack on there is I think that by, by driving a cloud program in a bank, it's actually an opportunity to attract a higher level of engineering talent because that's the work that today's engineers want to do more often than not. So it can really be a magnet to help bring in some of the best into the firm.