Our visitor will be Marshall Carter, former CEO and Chairman, State Street Corporation. Marsh is a member of the ITBT Advisory Board and currently Executive in Residence at the Sloan School.

Special preparation (remember to send in questions) and reaction paper by a student team. At the same time, all should prepare as follows:

1. Review the three cases, particularly if you were unable to prepare them adequately for last week:


   “State Street Boston Corporation: Leading With Information Technology (B)”, Harvard Business School # N1-799-034, October 7, 1999

   “State Street Case”, Weill, P. and Woodham, R. MIT CISR WP #327, April 2002

2. Read:

   Gibson, C., “Three Drivers of Today’s Issues”, Memo to ITBT Proseminar, 20 Feb 03. (On sloanspace.)

   Gibson, C.F. & Ball, L. “Executive Mindscapes and Information Technology.”, Indications (CSC Index), VI:6, Nov-Dec 1989


3. In light of our class on the State Street cases and the above readings, give thought to the following issues to discuss with Carter:

   1) What he saw as the primary strategic priorities in the business
   2) How he managed the support and enablement of business priorities with IT
   3) The role of the CEO and Chairman in an information-based company
   4) Dealing with the politics and conflicts around IT in a changing business