



Janelle B. Hill is a Vice President and Distinguished Analyst at Gartner. She is responsible for research in the areas of innovation, IT operating models and IT strategic performance execution. Her primary focus is on the engagement model between the CIO, his/her leadership team and business stakeholders.

Disciplines including innovation management, portfolio management, process management and organizational/ cultural change management all contribute to building strong relationships and engagement in strategic initiatives. Ms. Hill's research helps CIOs to close the proverbial divide between I&T and business stakeholders, accelerate adoption of new approaches and new behaviors and ultimately to close the strategy to execution gap.

Transforming to a digital business and enhancing the customer experience gives CIOs an opportunity to expand their reputation and expertise beyond back-office process automation into front-office effectiveness and innovation to drive growth. Leveraging existing competencies in business architecture, business process, innovation and business performance, yet in new ways, will expand CIOs' engagement with business leaders, enabling earlier participation in strategic planning for growth and transformation initiatives.

Ms. Hill has worked with all levels of business and IT leaders on their change initiatives. She leads interactive workshops, presents at conferences, writes extensively and is often quoted in business and IT journals on digital business transformation.

Previously, as Director of Industry Solutions Marketing, Ms. Hill's focus was on manufacturing industries. She was responsible for planning marketing programs and events, writing marketing collateral and working directly with field sales personnel on sales opportunities. She also did competitive analysis.

Years of Experience

- 20 years in total with Gartner
- 33 years in IT industry
- 15 years in Healthcare industry
- 10 years in Manufacturing industry
- 8 years in Banking, Finance and Insurance industry
- 16 years in Technology & Telecommunications industry

Professional Background

- Vitria, Director, Industry Solutions Marketing, 2 years
- MCI Telecommunications, Director, Database Administration, 2 years

- IBM, Senior Sales and Systems Engineer, Solution Marketing, 9 years

Industry Expertise

- Primary Industry: Healthcare | Expertise Level: Contributor
 - Subsectors:
 - Payer
- Secondary Industry 1: Manufacturing | Expertise Level: Native
 - Subsectors:
 - Automotive
 - Consumer Goods
 - Food & Beverage
- Secondary Industry 2: Banking, Finance and Insurance | Expertise Level: Native
 - Subsectors:
 - Banking
 - Insurance (except health)
 - Securities & Investments
- Secondary Industry 3: Technology & Telecommunications | Expertise Level: Native
 - Subsectors:
 - Carriers
 - Computing HD & Peripheral
 - Software

Industry Awards/Accolades

- She was rated as the No. 1 influential thought leader in BPM worldwide by an independent firm in 2009.