

Welcome to the CIO Hour!

January 2026

2026 Predictions

Today's Panel

**CHRIS LOVE**

Vice President Association & Industry Innovation
The Associated General Contractors of America
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Chris Love is an accomplished IT professional with almost 30 years of experience ranging from hands on systems management to Information System strategic planning. Chris has a passion for collaborating with end users to facilitate the collection and analysis of data, empowering them to make informed decisions that drive business success. He received a master's degree in Information Systems Project Management from The George Washington University .

**MICHAEL WEISENBURG**

Chief Information Officer
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Mike Weisenburg is the Chief Information Officer of the Biotechnology Innovation Organization. With over 25 years of IT leadership experience, Mike has led large-scale product development projects, AMS upgrades and implementations, and the creation of scalable IT solutions to drive innovation and operational excellence in non-profits. Mike's experience also includes working for universities and the accounting and auditing industry as well as running a small IT consulting firm. Mike enjoys spending time on his boat at Lake Anna and just recently became a grandfather.

**JAMES C. MARQUIS**

Chief Information Officer, 501Works
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James C. Marquis is a seasoned senior executive with more than 30 years of experience working in technology with a wide variety of associations and nonprofits. James' work experience includes serving as CIO for a large medical association, CEO of a technology consulting organization and senior roles in product development and business consulting with for-profit and nonprofit clients. He also has designed and built multiple Internet-based business applications including Mojo Middleware™.

The CIO Hour: 2026 Predictions

- Tackling the problems and questions that are on your mind with real-world technology advice
- Featuring experts in their field with decades of real-world experience
- Usually the first Thursday of every month

Visit www.theCIOHour.com for upcoming topics and events.



Ground rules...

- No question is off limits!
- If the question is too specific to a particular situation, we may defer it but are happy to talk to you offline or after the event.
- This is a safe space, but we understand if you wish to remain anonymous.
- You may claim 1 CAE credit – details will be emailed tomorrow

Agenda

- In the News – A few highlights that might interest you
- Fast Facts – Gartner's View of Technology in 2026
- Q & A – 40 min – Discussion with our experts and taking your questions
- The CIO after Hour – 30 minutes of open mic discussion

In the News...

1. IBM, AWS veteran says 90% of your employees are stuck in first gear with AI, just asking it to 'write their mean email in a slightly more polite way'

<https://fortune.com/2025/12/16/ibm-aws-veteran-open-machine-ai-expert-allie-k-miller/>

2. How to Build a Customer Experience Roadmap That Works in 2026

<https://www.inc.com/parul-bhandari/how-to-build-a-customer-experience-roadmap-that-works-in-2026/91282967>

3. AI Changed Work Forever in 2025

<https://time.com/7342494/ai-changed-work-forever/>

4. 10 Tech Cleanup Tasks for New Year's Day

<https://www.wired.com/story/10-tech-cleanup-tasks-for-new-years-day/>

Please help! Take the AMS/CRM Software Selection Survey

- This is the 3rd edition of this survey project.
- 501Works and Branching Knowledge are conducting the survey to better understand the individual and collective experiences around AMS/CRM Software selection, including what worked well and what caused pain points.
- Association staff, AMCs, software vendors and consultants are all invited to respond.

Visit https://www.surveymonkey.com/r/2025_AMS_CRM_Selection_Survey



Thinking about a new technology project in 2026?

- Presented by the League of Association Technologists.
- Features leading AMS consultants and vendors with decades of experience.
- Our experts will share the critical strategies, common pitfalls to avoid, and proven best practices that separate successful implementations from costly mistakes.



Register: <https://www.eventbrite.com/e/invest-wisely-getting-the-best-from-a-new-ams-tickets-1781925249389?aff=odddtcreator>

Today's Topic: 2026 Predictions

Looking back at 2024...

- **Protect Your Investment** – Secure the benefits from past and future strategic technology decisions to make them last.
- **Rise of the Builders** – Empower your people and developers to build solutions using the right technology for each function.
- **Deliver the Value** – Commit to a cycle of refining and accelerating value optimization while maintaining operational excellence.

SOURCE: [Gartner Top Tech Trends 2024](#)



2025 Trends from Gartner

- **AI is Accelerating –**
New capabilities are announced daily – delay at your organization's peril.
- **New Frontiers of Computing –**
Think about technology and computing in new ways and combinations. This also brings new threats.
- **Human-machine Synergy –**
More opportunities exist on the horizon. Science "fiction" is rapidly becoming reality.



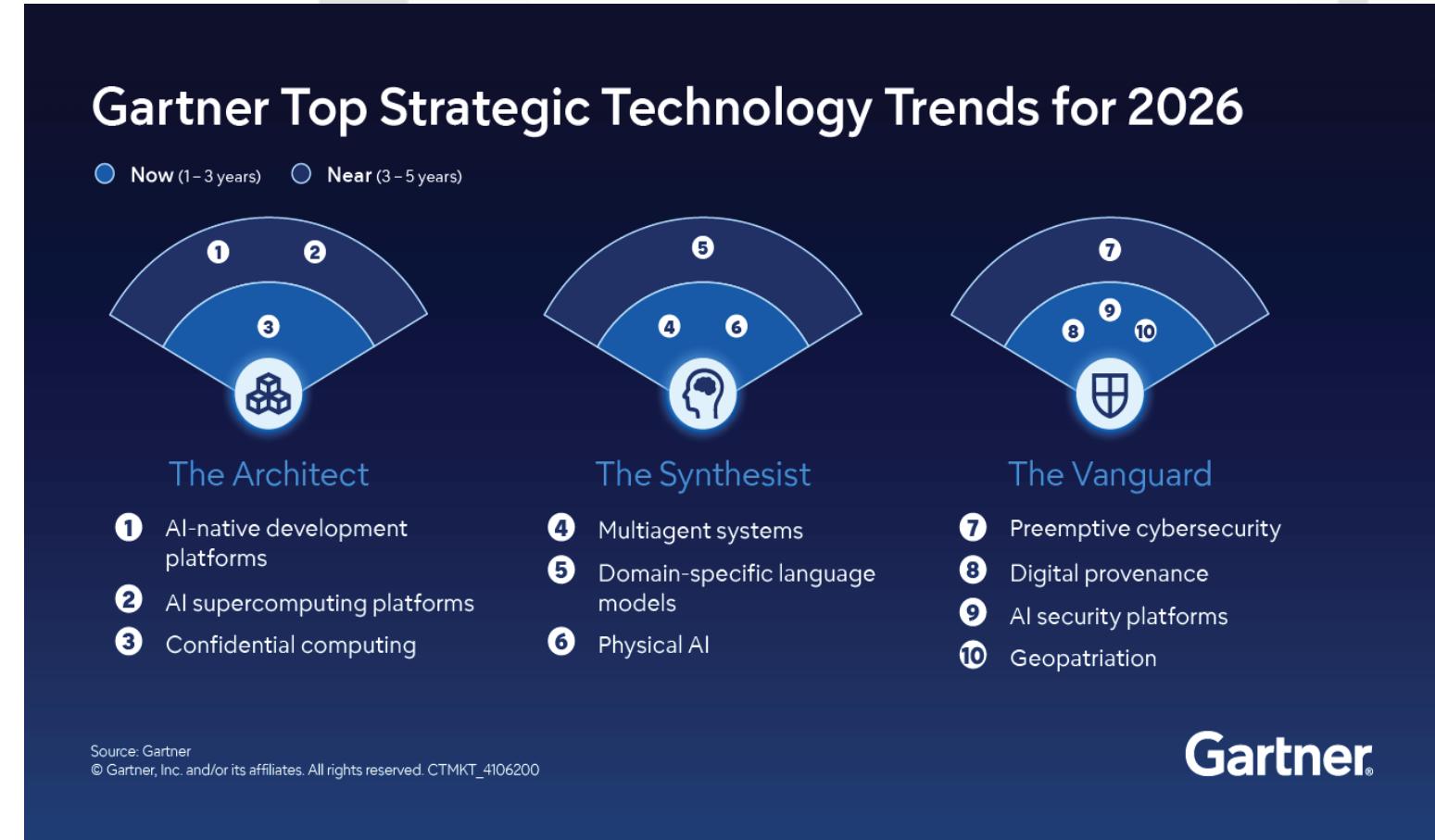
SOURCE: [Gartner Top Tech Trends 2025](#)

2026 Trends from Gartner

These trends are not just technical shifts — they are strategic imperatives. CIOs who act now will be better positioned to:

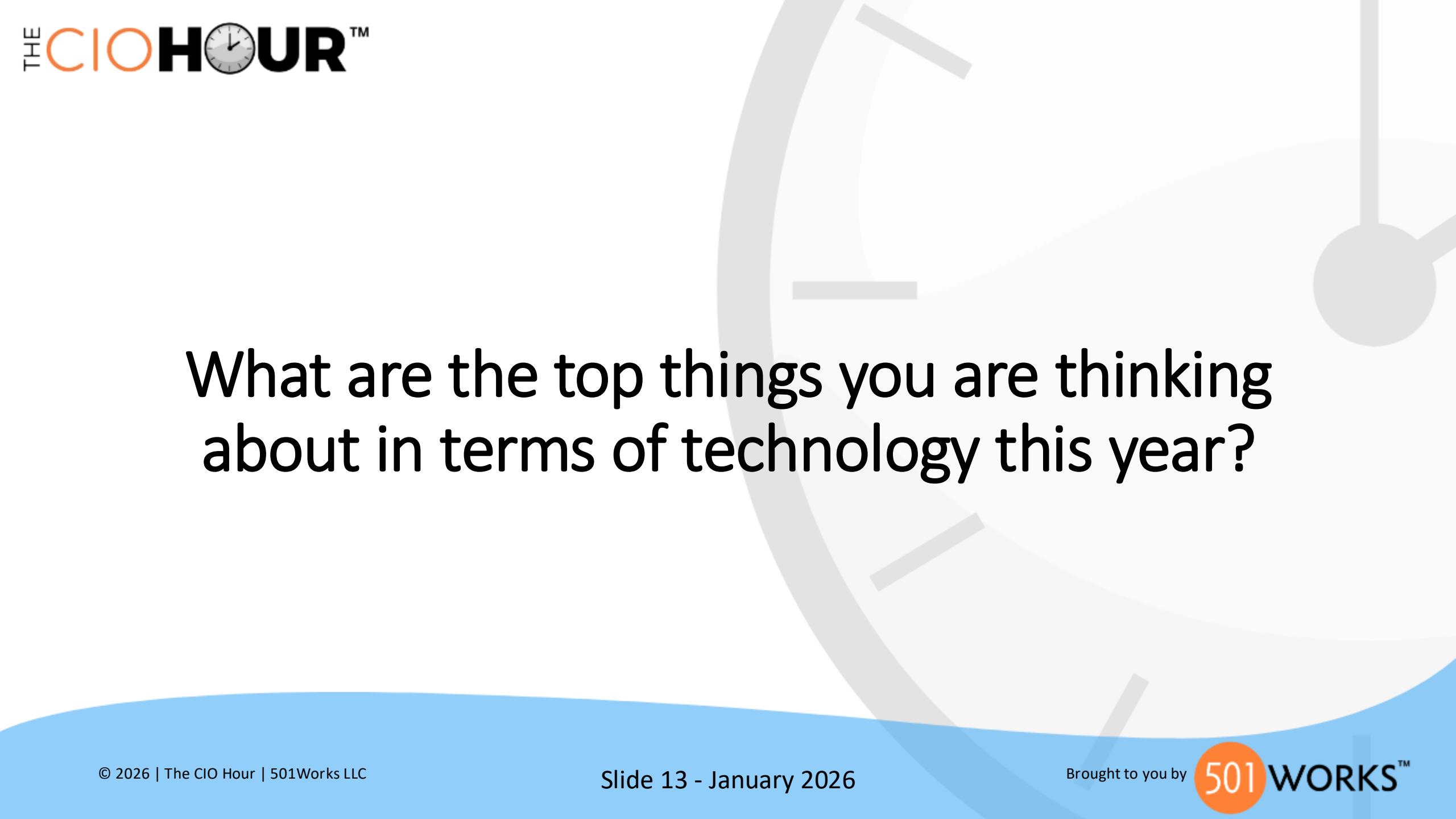
- Align digital strategy with enterprise goals
- Scale AI securely and responsibly
- Navigate geopolitical and regulatory complexity
- Lead transformation with confidence

This year's trends are tightly interwoven and reflect the realities of a world where no single capability is enough. Gartner organizes them into three themes that define how leading organizations will innovate, compete and protect value.



SOURCE: [Gartner Top Tech Trends 2026](#)

On to Your Questions...



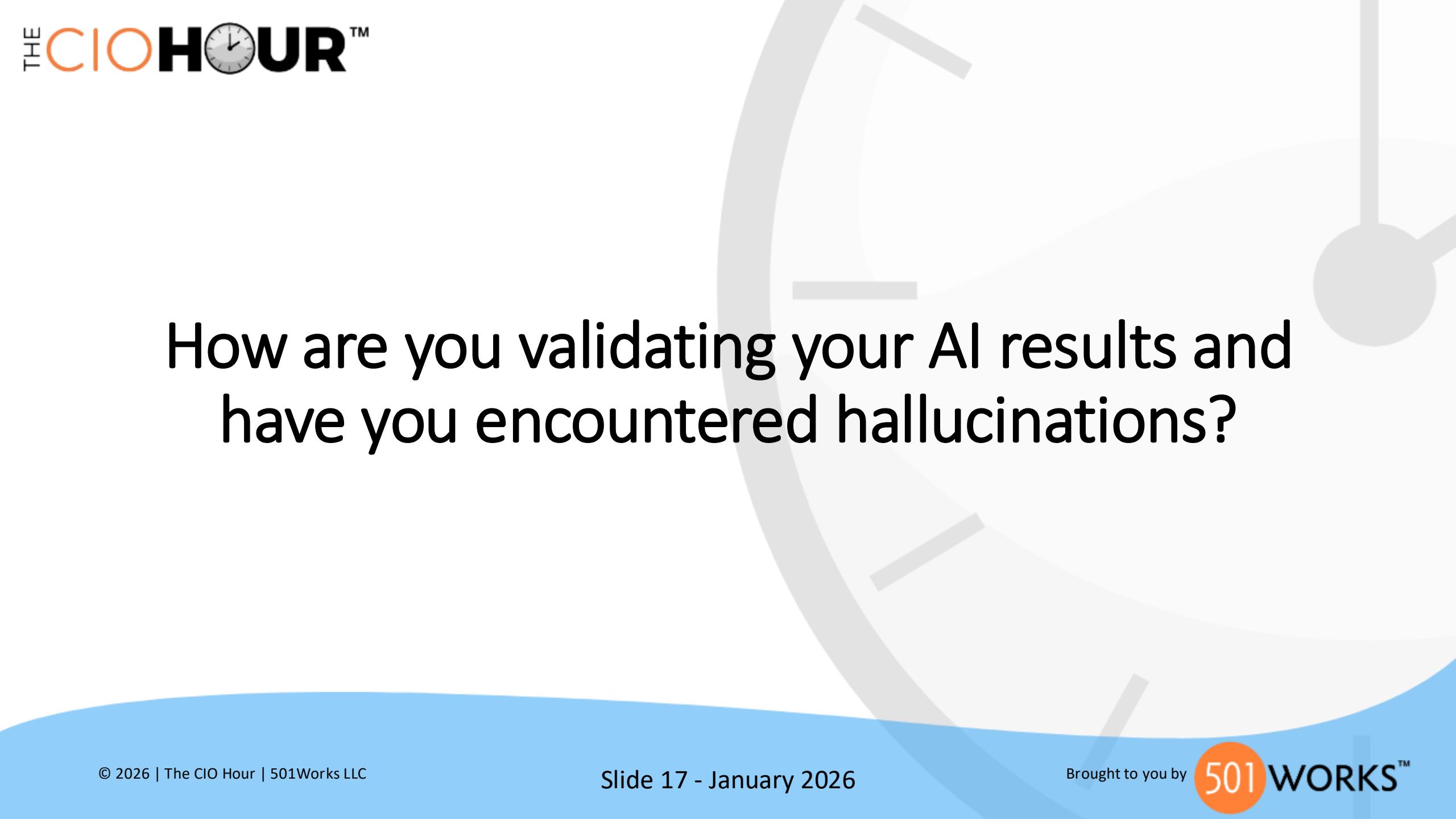
What are the top things you are thinking about in terms of technology this year?



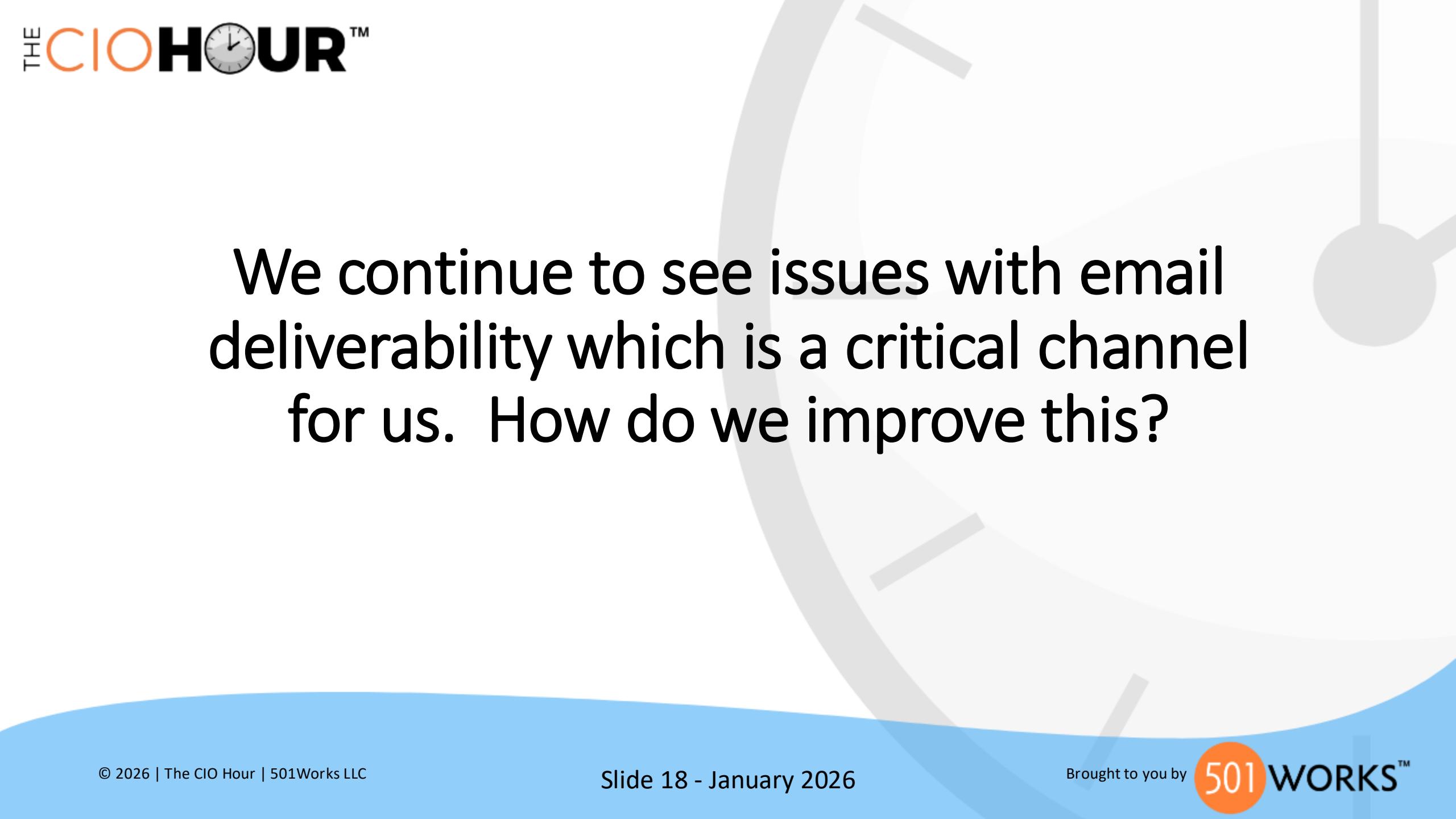
What are the biggest challenges you face with data and how do you handle them?

Our MSP has recommended adding Arctic Wolf as part of our security framework. How do you see security shaping up for 2026? What are some trusted sources to stay informed regarding potential security threats?

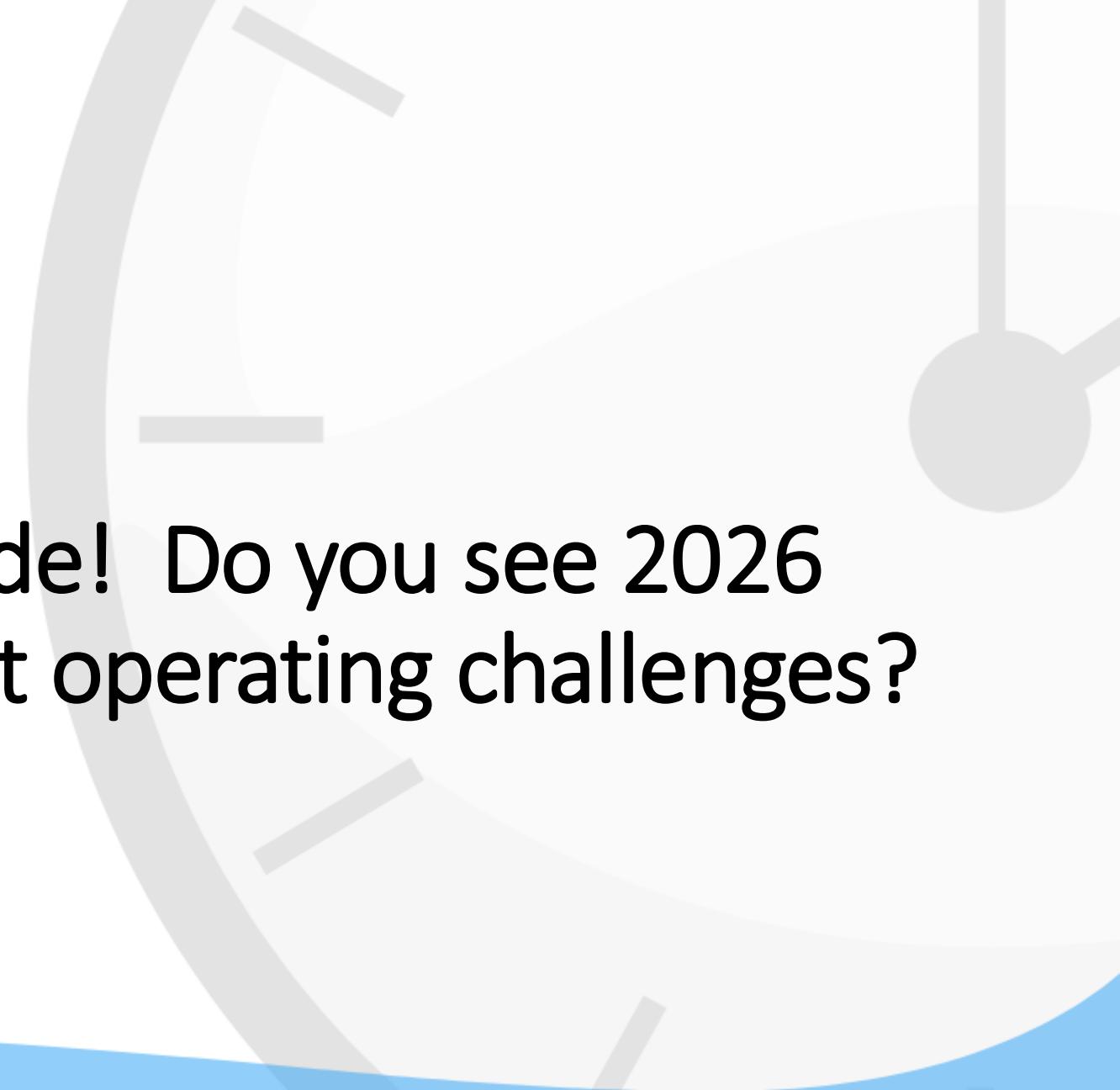
What AI models are your organizations using and how do you evaluate them?



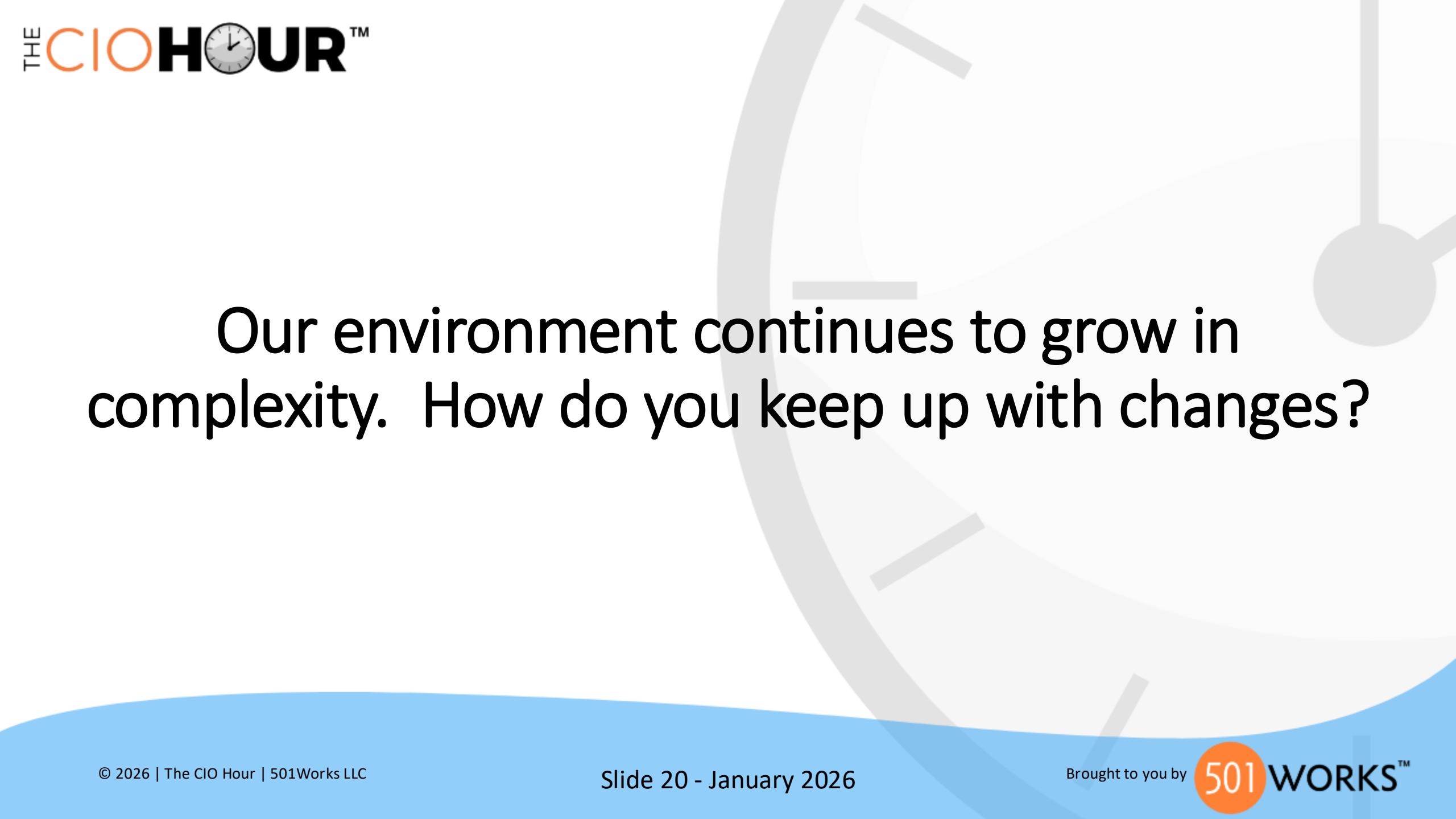
How are you validating your AI results and have you encountered hallucinations?



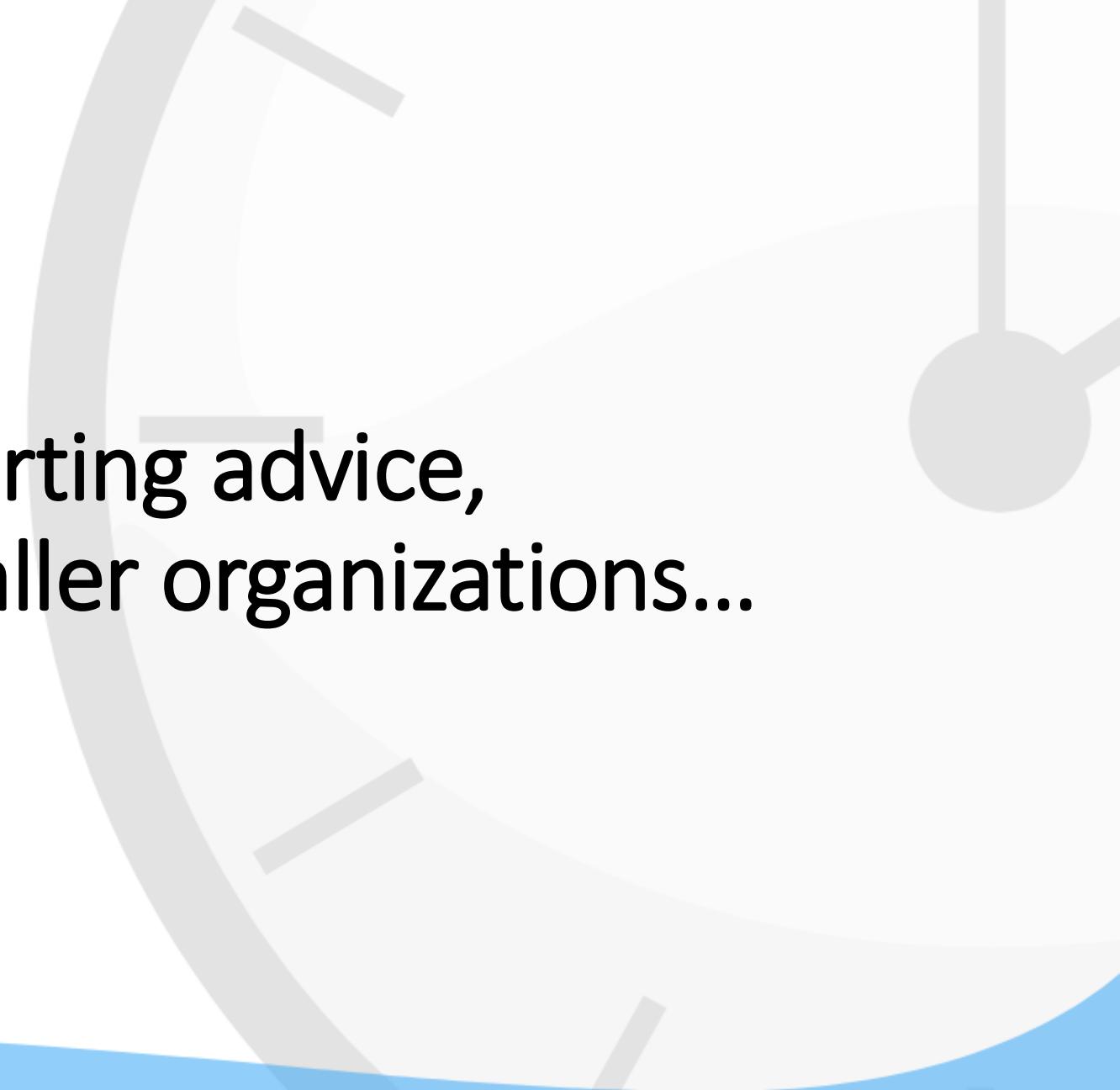
We continue to see issues with email deliverability which is a critical channel for us. How do we improve this?



2025 was a wild ride! Do you see 2026 continuing to present operating challenges?



Our environment continues to grow in complexity. How do you keep up with changes?



Any last parting advice,
especially for smaller organizations...

Other Questions?



Thank you to our panel of experts!



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Delivering technology that
WORKS for your association.

CONSULTING

501 WORKS

- IT Consulting Services – vCIO Service
- Software Selection & Implementation Services
- Customized Software Solutions and Integrations

INTEGRATION

MOJO™
MIDDLEWARE

Mojo Middleware™ - Easily integrate your different association software packages with over 40 available connectors.

SOFTWARE

software
Mage

Software Mage™ – Online tools helping you navigate the AMS/CRM selection process, gather requirements, draft your RFP, and evaluate vendor responses.



We are here to help!

Call or email us for a **30-minute free consulting session**



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Final Thoughts

- Join us February 5th for the next CIO Hour
- An archive of this presentation and today's Webinar will be posted on theCIOHour.com in a few days.
- Any suggestions for future programs? Topics you would like to see covered? Please email us: theCIOHour@501works.com
- For CAE credit – you will receive instructions via email on downloading a certificate for this program.