

# Next-Gen IT:

Boosting IT Effectiveness Through Superior Value Management.

A CIO's Guide To IT Value Management

## Traditionally, IT has suffered from a certain “disconnect.”

While managers are expected to have a handle on finance, marketing, HR and most other “business” concerns, IT has largely been left to the CIO and his/her team of specialists.

As a result, IT departments have tended to become isolated from other areas of the business. The IT team works busily on server maintenance, software upgrades and cloud migrations, without getting much feedback on how their work is impacting customers and staff.

The unfortunate consequence of this is IT systems that are **‘technically’ strong** but, when viewed from a business perspective, **ultimately ineffective**.

## Users who have dealt with ineffective IT systems frequently voice complaints regarding:

**1** *IT solutions that aren’t responsive to customer, management and staff needs.*

*Inadequate “future-readiness” (e.g. staff that aren’t equipped to work with new, innovative technologies).*

**2**

**3** *Management inability to make informed IT budgeting decisions.*

*Lack of contingency planning and disaster recovery options (e.g. backup, data recovery, automatic fall over).*

**4**

**5** *Risk factors associated with business-IT integration.*

*Inability to accurately evaluate how IT is contributing to the organization’s goals.*

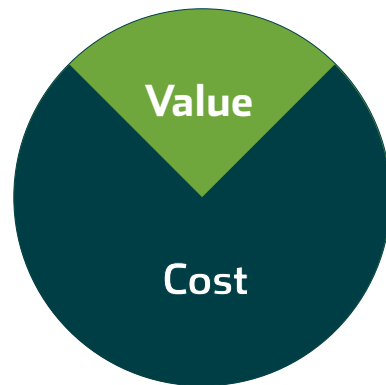
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# Better IT Value Management

Without a corporate-level commitment to IT value management, these complaints go unanswered, to the detriment of the organization.

While IT has the power to be an important centre of innovation, value and profit, it often falls short of its potential.

Put bluntly, in most businesses, IT is a cost centre, not a value centre.



The good news is that, with a strong corporate commitment to better IT value management, **IT can become enormously efficient and effective.** Combining technically sound solutions with an ear for user and business needs, it can become a **leading engine of growth** for any organization.

In this report, we'll be examining how you can dramatically improve your IT effectiveness.



Specifically, we'll look at the first phase of the process: How to assess and understand your IT effectiveness, so you know **where you stand, and where you need to be.**



In the pages that follow, you will discover a **powerful assessment and framework** you can use to make better IT decisions.



It all starts with IVI's exclusive **IT Effectiveness Assessment**, a powerful tool for understanding your organization's IT value management needs.



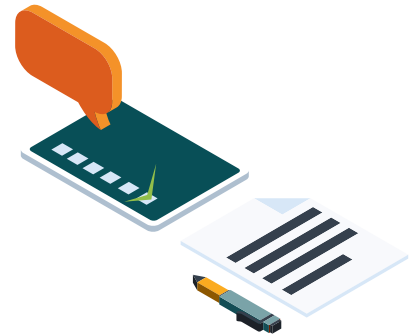
And finally, we will show how you can start implementing them today.

# The IT Effectiveness Assessment:

## A Tool For Better IT Value Management

IVI's IT Effectiveness Assessment is a comprehensive inventory of your IT's effectiveness:

what's working, what isn't working, what should be done, and how.



- > A concise but **detailed assessment**, it can be completed and yield results in just 6-8 weeks.
- > Once the assessment is complete, you'll have a high-level comprehensive **view of the current and target state of the IT** in your organization.
- > Additionally, you'll get recommendations for **growth and improvement**.
- > Once you've identified the strong and weak points in your organization, you will be able to **identify solutions for stronger IT performance**.
- > To that end, the assessment provides a number of positive recommendations that you can implement **swiftly and at minimal cost**.

The IT Effectiveness Assessment is **highly collaborative**, inviting staff and management to complete interviews, provide feedback, and answer surveys.



This **provides the CIO with input from across the entire organization**--management and staff, IT and business, technical and non-technical--offering insights that the IT department on its own might overlook.

It may be conducted at any level in an organization, but typically it is enterprise-wide--except in larger global organizations, when it is sometimes run in organizational units and management layers below the CIO.

## The IT Effectiveness Assessment consists of 5 phases:



**1. Assessment kick-off meeting.** Participants will be coached on how to complete the survey, with emphasis placed on answering questions honestly, thoroughly and candidly.

**2. An online survey** in which participants will answer questions pertaining to the company's IT, providing valuable feedback to the CIO and entire IT staff.

**3. Follow-up participant interviews.** These help clarify and expand on the insights gleaned from the online survey.

**4. Analysis of quantitative and qualitative results,** using advanced statistical methods as well as normative interpretation.

**5. Final report** with improvement recommendations.



By the end of the assessment, you'll have a clear picture of where your IT is, where it is headed, and where it should be.



You'll have a solid framework for intelligent decision making that increases IT Effectiveness.



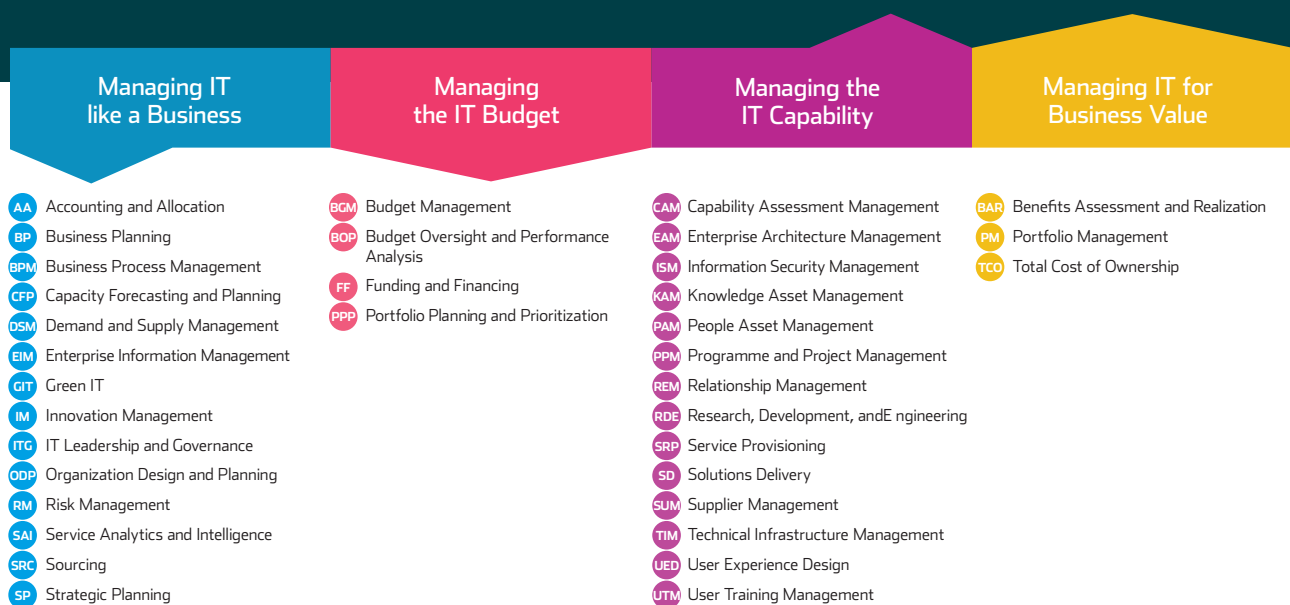
Finally, you'll have a number of concrete recommendations that you can put into practice immediately.

# How our framework helps businesses measure IT effectiveness

IVI's IT Effectiveness Assessment is based on the IT Capability Maturity Framework (IT-CMF), a proven methodology for aligning IT and business decisions.



The IT-CMF encompasses 36 management disciplines, from accounting and budgeting to Security and UX design.



The IT-CMF **empowers CIOs to help their organizations grow and prosper**. Placing the emphasis on business value, it situates IT within the broader organization, identifying how it can meaningfully contribute to organizational goals.

The IT-CMF **provides the underlying framework and rationale for the Executive Assessment**. The Assessment itself is especially focused on IT capabilities, and draws on all 36 technical and non-technical capabilities in the IT-CMF, highlighting how IT interacts with other departments.

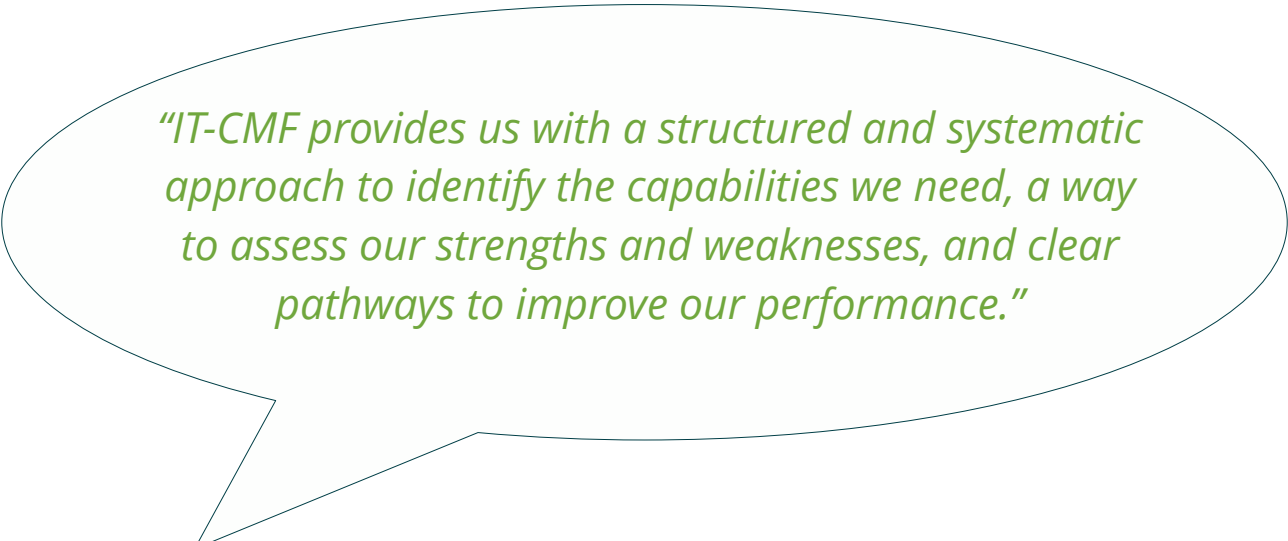
The end result is a **more integrated, more effective, more capable IT department**, one that works seamlessly with customers and management. Instead of seeing technology as an “end in itself,” managers are encouraged to put IT to work on key business objectives. Not only does this increase ROI on IT spending, it also helps build a stronger, more innovative organization overall.

## User Feedback

Since being introduced in 2010, the IT Effectiveness Assessment has been taken by hundreds of businesses. Companies using the assessment include The Boston Consulting Group, BP, Ernst & Young and BNY Mellon.


IVI collects customer feedback on all products, helping us develop and strengthen our offerings over time.

Here's what some users had to say about the IT Effectiveness Assessment and the IT-CMF Framework:



*"IT-CMF provides us with a structured and systematic approach to identify the capabilities we need, a way to assess our strengths and weaknesses, and clear pathways to improve our performance."*

Suresh Kumar, *Senior Executive Vice President and Chief Information Officer*, BNY Mellon



*"We have successfully applied IT-CMF in over 200 assignments for clients. It just works. Or, as our clients confirm, it helps them create more value from IT."*

Ralf Dreischmeier, *Senior Partner and Managing Director*, The Boston Consulting Group

## Put simply, the IT-CMF just works.

If IT value management is a key concern for you, then we highly recommend taking the IT Effectiveness Assessment, which applies IT-CMF to the subject of IT Effectiveness.

It is the perfect solution for CIOs who want to deliver more value to their organization.

If you're interested in taking the IT Effectiveness Assessment, or just want to learn more about IVI's offerings, we'd love to speak with you.

## Want to learn more? Get in touch

If you'd like to learn more about the IT Effectiveness Assessment, or just want to learn more about IVI's offerings, we'd love to speak with you.

**FIND OUT MORE**

Or get in touch with us directly at:

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