IT SATISFACTION SCORECARD

AurCorp

This document was prepared by Info-Tech Research Group on March 14, 2019

Data is comprised of **64** responses , including responses by: Aaron Gibbs, Alden Rodgers, Alicia Hahn, Angela Mayer, Bennie Santos, Benton Lamb, Blair Huang, Brenton Reed, Brice Kirk, Carla Meadows, Casey Cannon, Catalina Goodman, Christie Riley, Darrick Pham, Dexter Church, Edwardo Phillips, Elba Sims, Elbert Glenn, Elma Cruz, Erika Carroll, Geoffrey Travis, Harlan Calhoun, Harriet Lynch, Helena Blackburn, Herschel Roach, Hosea Walton, Hyman Spencer, Ines Mathews, Irwin Molina, Jake Paul, Jorge Calderon, Judith Ingram, Karin Lambert, Karla Barron, Kelli Hancock, Lauren Roth, Lavonne Kidd, Leslie Hobbs, Lila Conway, Lilly Arroyo, Lizzie Herman, Magdalena Rivas, Marco Wagner, Marietta Ruiz, Marva Ashley, Pedro Herrera, Rachael Morrison, Rhea Harper, Robin Everett, Rodney Jenkins, Sandy Cain, Sheena Cochran, Stacey Barry, Tanya Porter, Ty Hammond, Tyler Melendez, Vicente Hansen, Walker Fleming, Willa Wood, Yolanda Conrad

6 respondents did not complete the survey , including: Brett Leblanc, Deena Irwin, Elsa Barrett, Kathleen Wilson, Meagan Hahn, Miquel Fitzgerald

Handed over by:

Lean42

91%
Completion Rate

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YOUR JOURNEY
STARTS
HERE.

Complete the diagnostic program to get the data you need to start your stakeholder management journey.

The following report is a sample of what you will receive after completing the CIO Business Vision program. Each report is customized to the individual organization, highlighting the IT department's most pressing needs.

Measure Business Stakeholder Satisfaction

Highlight the Business Impact of IT Constraints

Prioritize Key Issues & Create an Improvement Roadmap

Build Action Plans to Manage Critical Stakeholders
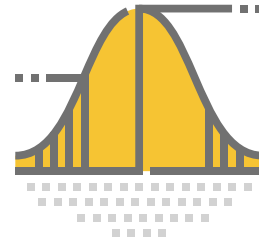
Inside the Report

1

Measure Business Stakeholder Satisfaction

Once a year, take a step back from IT's day-to-day operations and look at the big picture.

Understand your stakeholders' satisfaction with and needs from IT.

Build your strategy for managing & improving IT services over the long term.

2

Highlight the Business Impact of IT Constraints

Let business leaders be your advocates: demonstrate the impact of IT under-resourcing on business results.

Evaluate project & work orders from both a capacity and execution perspective.

Use data to make the case for more IT resources or budget.

3

Prioritize Key Issues & Create an Improvement Roadmap

Cut through the noise: uncover the IT services that matter most to your business leaders.

Align your team behind achieving your vision, communicating the rationale behind your decisions.

Prioritize quick wins to show your stakeholders that rapid improvement is a priority.

4

Build Action Plans to Manage Critical Stakeholders

Understand satisfaction & needs by department, seniority, and individual.

Work with your most important and most dissatisfied stakeholders to ensure their needs are met.

Empower your team to build relationships with key stakeholders to make IT a trusted business partner.

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Build a Data-Driven IT Strategy

An Annual Program

1 **Collect Business Feedback**
Measure business-leader satisfaction with IT and assess business needs.

2 **Build the IT Strategy**
Prioritize key issues and create an improvement roadmap.

3 **Manage Stakeholders**
Improve business leader relationships and ensure their needs are met.

4 **Manage IT Performance**
Align IT leadership performance metrics with measurable business results.

5 **Improve IT Services**
Execute planned IT improvement efforts with your team.

6 **Communicate Success**
Provide ongoing updates to the business on value created by IT initiatives.

1 Collect Business Feedback

2 Build the IT Strategy

3 Manage Stakeholders

4 Manage IT Performance

5 Improve IT Services

6 Communicate Success

4

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1. Collect & Share IT Feedback

GOAL

Brief the CEO & Critical Stakeholders

- Meeting with your CEO and CFO should be an exercise in relationship building, especially around IT's dedication to enabling the business and satisfying stakeholders.
- The exact flow of the meeting will depend on your organization's dynamics, the data, and your preferences.

PROCESS

Getting Direction

1. **Communicate results to CEO/steering committees.**
   - No matter how good or bad the results, they can be used to create commitment to action and improvement. Coming prepared with an agenda or talk track and initial action plans will benefit the outcome of this meeting.

2. **Get CEO direction on goals and objectives.**
   - Ask the CEO what they want to see from your initiatives. This input should develop and improve the initial action plans. Address how to prioritize stakeholders.
   - If a capacity gap exists and you feel comfortable making the case, discuss capacity and demand to get at what is feasible and what is not. Be prepared to discuss why you believe a gap exists, how it can be closed, and the benefits of closing it.

3. **Determine which other critical stakeholders to engage.**
   - Determine which other stakeholders should be looped in.

Highlight Success Stories:

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Be Transparent in Identifying Challenges:

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Reflect on Action Plans and Integrate Improvements Into a Timeline:

1st Quarter Actions:

2nd Quarter Actions:

3rd Quarter Actions:

4th Quarter Actions:

Sample Template

2. Build the IT Strategy

PHASE 1
Understand the Business Context

1.1 Review the business context.

1.2 Identify IT implications from the documented business context.

1.3 Group the IT implications into themes.

1.4 Define the IT strategy scope.

PHASE 2
Define the IT Target State

2.1 Create the IT mission and vision statements and identify IT guiding principles.

2.2 Define IT goals.

2.3 Indicate the target state IT maturity.

2.4 Identify target-state IT capabilities.

PHASE 3
Assess the IT Current State

3.1 Assess current IT capabilities.

3.2 Review MGD results.

3.2 Assess in-flight initiatives.

3.3 Identify relationship between current initiatives and capabilities.

3.4 Review current IT budget.

3.5 Conduct IT SWOT analysis.

3.6 Review CIO BV results.

3.7 Identify current-state maturity.

PHASE 4
Bridge the Gap and Create the Strategy

4.1 Assess the gaps between current- and target-state capabilities.

4.2 Brainstorm initiatives to address the gaps in capabilities.

4.3 Create initiative profiles.

4.4 Identify IT strategy risks.

4.5 Identify required IT budget.

4.6 Sponsor check-in.

IT Strategy Methodology

With demands for faster change on a budget, you need a dynamic methodology that helps IT achieve the target state. Info-Tech is here to help.

1 Target State

Business Context	Vision/Mission Statements	Target Maturity Ladder
Implications for IT	IT Guiding Principles	IT Capabilities
IT Strategy Scope	IT Strategic Goals	

2 Current State

Current Capabilities	Current IT Budget	Current Maturity Ladder
Management & Governance Diagnostic	IT SWOT	
Current Initiatives	CIO Business Vision Diagnostic	

3 Initiatives and Roadmap

Gap Assessment	Prioritized Initiatives	Communication Plan
Future IT Initiative	Roadmap	Refresh Plan
Projected IT Budget	Strategy Risk	Approval

BUILD A DATA-DRIVEN IT STRATEGY

Make Informed IT Decisions by Starting Your Diagnostic Program Today!

https://lean42.com/lean-packages/it-diagnostics/

Use our proven Diagnostocs Program - the simplest way to collect the data you need, turn it into actionable insights, and communicate with stakeholders across the organization.

BUILD A DATA-DRIVEN IT STRATEGY

Use IT assessments to make data-driven IT strategy your most effective weapon.

CIO BUSINESS VISION

CIO-CEO ALIGNMENT DIAGNOSTIC

ASSESS CORE IT PROCESSES

IT STAFFING ASSESSMENT

APPLICATION PORTFOLIO ASSESSMENT

END USER SATISFACTION PROGRAM

PROJECT PORTFOLIO MANAGEMENT DIAGNOSTIC PROGRAM

IT SECURITY DIAGNOSTIC PROGRAM

DATA QUALITY SCORECARD

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