



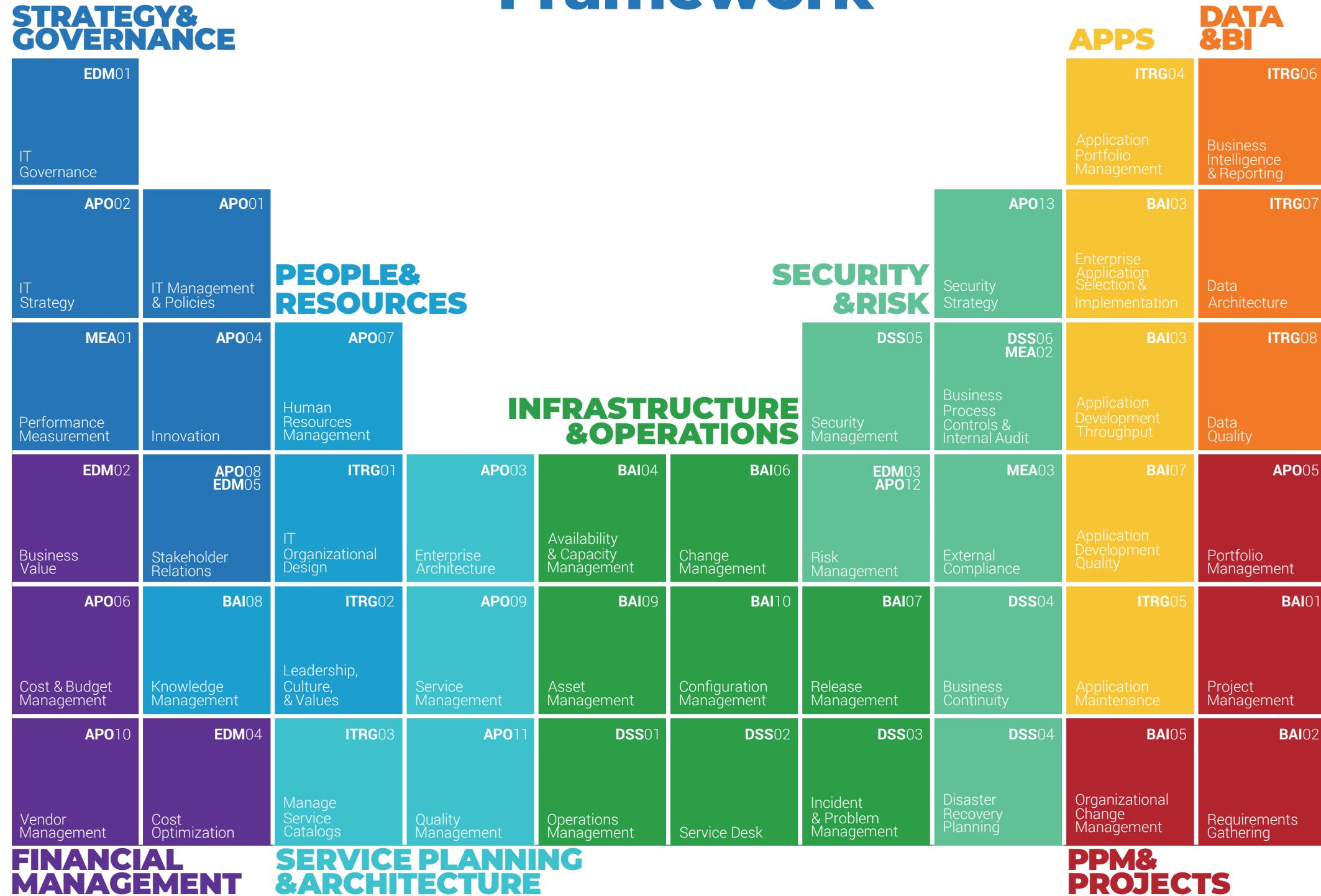
IT Management & Governance Tool

Assess the importance and effectiveness of your core IT processes

Handed over by:



IT Management & Governance Framework



Your Journey Starts Here.

Understand Your Department's Strengths & Weaknesses

Prioritize Your Key IT Processes & Build an Improvement Roadmap

Establish Clear Ownership of Core IT Processes

Empower Your Team with a Training & Development Plan for Process Owners

The following report is a sample of what you will receive after completing the Management and Governance Diagnostic. Each report is customized to the individual organization highlighting the IT department's most pressing needs.

Complete the diagnostic program to get the data you need to start your process improvement journey.

STRATEGY & GOVERNANCE

IT Management & Governance Diagnostic Program

APPS

DATA & BI



Prepared for Sample IT Company

To be completed by your IT management team.

IT Governance EDM01								Application Portfolio Management ITRG04	Business Intelligence and Reporting ITRG06	
IT Strategy APO02	IT Management and Policies APO01								Enterprise Application Selection & Implementation BAI03	Data Architecture ITRG07
Performance Measurement MEA01	Innovation APO04	Human Resources Management APO07						Security Strategy APO13	Data Quality ITRG08	
Business Value EDM02	Stakeholder Relations APO08 EDM05	IT Organizational Design ITRG01	Enterprise Architecture APO03	Availability and Capacity Management BAI04	Change Management BAI06	Security Management DSS05	Business Process Controls and Internal Audit DSS06 MEA02	Application Development Throughput BAI03	Portfolio Management APO05	
Cost and Budget Management APO06	Knowledge Management BAI08	Leadership, Culture and Values ITRG02	Service Management APO09	Asset Management BAI09	Configuration Management BAI10	Risk Management EDM03 APO12	External Compliance MEA03	Application Development Quality BAI07	Project Management BAI01	
Vendor Management APO10	Cost Optimization EDM04	Manage Service Catalogs ITRG03	Quality Management APO11	Operations Management DSS01	Service Desk DSS02	Release Management BAI07	Business Continuity DSS04	Application Maintenance ITRG05	Requirements Gathering BAI02	
Disaster Recovery Planning DSS04						Incident and Problem Management DSS03	Disaster Recovery Planning DSS04	Organizational Change Management BAI05		

PEOPLE & RESOURCES

SECURITY & RISK

INFRASTRUCTURE & OPERATIONS

FINANCIAL MANAGEMENT

SERVICE PLANNING & ARCHITECTURE

PPM & PROJECTS

This report was prepared by Info-Tech Research Group. Data is comprised of 6 responses.



1. Understand your current IT Process landscape

- Review your results report to understand our team’s perception of each process’ importance and effectiveness.
- Identify gaps between you and your team perceptions on IT processes



2. Determine the most critical IT processes

- Discuss which processes would drive the most value to your department and organization
- Use the team’s perceptions on processes, to drive decisions around which processes will be a focus over the next 12 months.



3. Create Your Process Improvement Roadmap

- Decompose each critical process to better understand the urgency to change and its relevant impact on the organization.
- Establish process owners. Each relevant process must have at least one person accountable for monitoring and improvement of initiatives.



4. Establish the Info-Tech Support Program

- Decompose each critical process to better understand the urgency to change and its relevant impact on the organization.
- Establish process. Each relevant process must have at least one person accountable for monitoring and improvement of initiatives.

What's in this report?

Completes: 6

Top Team Processes
1. Service Desk
2. Cost Optimization
3. Disaster Recovery Planning
4. Data Quality
5. IT Organizational Design
6. Quality Management

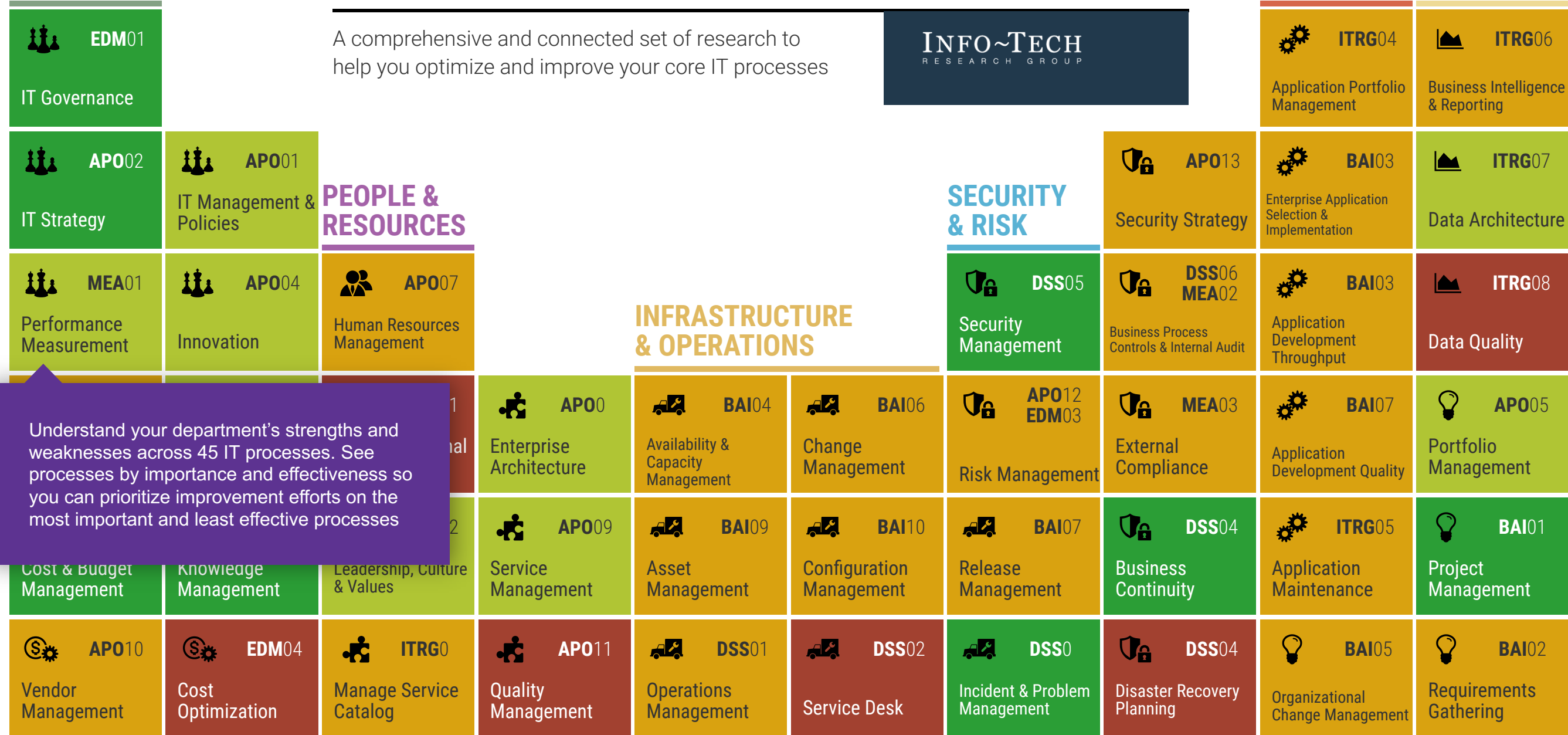
STRATEGY & GOVERNANCE

IT Management & Governance Framework

APPLICATIONS

DATA & BI

A comprehensive and connected set of research to help you optimize and improve your core IT processes



FINANCIAL MANAGEMENT

SERVICE PLANNING & ARCHITECTURE

PPM & PROJECTS

This diagnostic program was developed using the Info-Tech World Class Operations framework which is made up of IT processes that map to the COBIT standard based on the numbers in the top right corner. This page is a snapshot of the IT process landscape within your IT department. The processes have been colour coded based on your team's importance and effectiveness scores for each IT process. Use this page to help you prioritize your IT process improvement initiatives.



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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

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