

How effective is your IT organization?

3 Perspectives, 4 Measurements, 1 Result

How does an IT organization determine if they are truly being effective? There are a multitude of good reports and statistics constantly being reviewed within companies today. The problem is that there is a lack of focus. Below are three perspectives recognized by four areas to measure all leading to one result – an effective IT organization.

The four measurement areas identified below enable IT and Corporate management to track and identify the efficiencies of their IT organization by providing a Top-Down, Internal and Outside view.

Projects and Programs	TECHNOLOGY	TOP DOWN
Resources		INSIDE
Functional (Network Administration, Systems Administration, Web Development, Programming, Project Management, etc.)		OUTSIDE
External and Internal Customer Solutions (Applications, Services, etc.)		

Measurements Profiled

Top-down

Project and Programs should always be aligned to, first, the strategic objectives of the organization and second to the department. Whether, the strategic objectives are to increase market share, increase revenue, reduce operating costs, and increase customer satisfaction the Projects and Programs should be regularly monitored.

The alignment of Projects and Programs to strategic objectives establishes the priority for the remainder of the identified measurements. This priority will assist in resource allocation and budgetary reviews.

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Inside

Any organization needs to be able to assess their production and efficiency against strategic objectives. The focus of measurements towards Resources and Functional responsibilities provides the best view as to how efficient IT management is in responding to and managing the work.

Outside

The label of 'Outside' is referring to those entities that are outside of the IT Organization. These are the company's customers and the internal functional areas, such as Sales, Marketing, HR, Customer Service, Product Development, Engineering, etc. within a company. IT Management needs to know how the customer perceives the results of their work.

Technology

A final consideration for the IT organization to consider monitoring is a technical one, which crosses the all perspectives. There will always be the questions of, "*How is our technology (equipment) doing?*" and "*Are we prepared for the future?*" (Based on strategic objectives.) and "*How does our technology support our customers?*" (Inside and Outside).

The Results

The results of committing to these measurements is that an IT organization will be a contributing partner in fulfilling corporate objectives and ensure the productivity of people and programs are maximized thus the company has satisfied customers and the company is successful.

Are you applying these measures within your IT organization? Do you need more details? If you are not implementing this strategy because you need more information, then contact Larry Gagnon to lead your IT group in becoming an effective and contributing strategic partner in your company.