



## DISCOVER The Opportunities in Your Business



- ***Are there key metrics and measurements that are accurately collected and reported to management?***
- ***Does IT have as its strategy the mission to ensure efficient processes to accurately and on a timely basis deliver the data, information and knowledge required to improve the enterprise performance?***
- ***Are all areas of the enterprise using the full capabilities of what is currently available from the IT organization?***
- ***Is IT using the most important and up to date technologies to provide data, information and knowledge to the enterprise personnel?***
- ***Does IT have the KEP (knowledge, experience and performance) to deliver the required business intelligence internally as well as externally?***

**IT 360-** provides the ability to assess the capabilities of the IT organization to align and support the business requirements. The process establishes the common understanding and metrics between the IT organization and business that enables barriers to be lowered and costs to be reduced.

**IT 360-**working with your IT and business teams we configure an assessment relative to the IT activities required to achieve sustained success.

Examples of areas covered in the assessment include:

- IT strategy and organization KEP
- IT resilience performance
- IT business disaster recovery process
- Security strategy
- IP
- Required data, information and knowledge support
- Cost performance of IT
- IT as a competitive asset
- Required standards, regulations and reporting
- IT/business strategy alignment
- IT business process improvement capability
- Application management

- IT technical leadership
- SLA
- Networking
- Outsourcing
- Help desk
- Data mining performance
- Storage management

**Example Outputs from IT 360 Assessment.**

ABC Inc's Information Technology Assessment	Score	Best in Class	Performance Profile
IT Strategy And Implementation	5,892.53	7,856.70	67.78%
IT Business Strategy Alignment	4,865.56	7,784.90	72.95%
IT Business Resilience Alignment	5,675.62	7,567.50	0.00%
IT Business Process Improvement Capability	5,817.53	7,756.70	69.26%
IT Business Process Improvement Performance	6,333.15	7,923.60	69.28%
Application Management	3,378.22	7,956.45	77.09%
Application Architecture			60.72%
Application Development			68.37%
Application Integration			70.45%
Application Performance			73.75%
IT Budget Is Competitive and Effective in Delivering New Value	4,729.81	7,567.70	64.71%
IT Cost Performance to Plan	5,742.53	7,656.70	
Business Recovery and Continuity	4,310.50	7,856.80	
IT Technical Leadership	5,315.55	7,887.40	
Influence on the Enterprise Strategy	5,826.37	7,768.50	
Business KEP (Knowledge, Experience and Performance) of The Business Issues	4,855.31	7,768.50	
IT Technology and Business KEP That Provides New Value to the Enterprise	5,308.20	7,877.60	
Standards, Regulations and Compliance Reporting	6,371.56	7,367.50	
Service Level Agreements	5,674.80	7,566.40	
Level of Service and Support	5,892.30	7,856.40	64.89%
Training in the Efficient and Effective use of IT Applications and Technologies	5,592.23	7,456.30	67.89%
Identification of Missing Critical Data, Information, and Knowledge	4,323.63	7,887.50	79.02%
Enterprise Security	5,892.15	7,856.20	67.94%
IT Security	3,871.90	7,743.80	68.51%
Networking	4,736.81	7,674.90	65.47%
Outsourcing	5,659.12	7,545.50	71.30%
IT Support to The Enterprise	4,790.94	7,665.50	66.10%
Help Desk	5,839.05	7,785.40	68.87%
Identification of UnMet Needs of the Enterprise	5,974.12	7,365.50	65.96%
Identification of the Unidentified Needs of the Enterprise	5,349.15	7,332.20	66.57%
Data Mining Performance in Effective Use of the Capability	4,854.69	7,767.50	56.32%
Speed - Accuracy and Performance of New Requirements	5,740.87	7,654.50	58.63%
Storage Management And New Technology Implementation	5,300.70	7,867.60	64.08%
Reporting	5,827.12	7,769.50	63.94%
IT is and Enterprise Competitive Asset	4,310.19	7,856.30	100.47%
<b>TOTAL - Performance</b>	<b>0.00</b>	<b>271,423.48</b>	<b>83.20%</b>

*The metrics measure progress, which lead to improved IT support*



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