

Enhancing IT Leadership and Strategic Planning Through Collaborative Insights

Organization: Public School Retirement System of Missouri (PSRS)

Industry: Investment Management

Employees: 51-200+



Mission-critical priority

Lisa Scheulen, Chief Technology Officer at Public School Retirement Systems of Missouri, sought support from Gartner as the client worked to address mission-critical priorities of enhancing team collaboration and developing a strategic IT plan. The client worked with Gartner to facilitate team workshops and utilize toolkits resulting in improved dynamics and progress toward a comprehensive IT strategic plan.



How Gartner helped

The client leveraged:

- Gartner to **facilitate a workshop** for two closely working teams, which led to the creation of a manifesto on team behaviors and collaboration.
- Gartner's **strategic planning toolkit** to develop an IT strategic plan.
- **One-on-one sessions** with Gartner analysts, particularly during Gartner IT Symposium.



Outcome

With support from Gartner, the client:

- Leveraged Gartner Analysts, toolkits and workbooks to **establish an IT strategic plan** for the upcoming fiscal year.
- Through regular interactions with their Executive Partner, the client experienced **enhanced leadership skills and accountability**.
- Networked with like-minded peers at **Gartner IT Symposium** in Orlando.

“Gartner is like school: the more you invest in it, the more you benefit. By actively engaging, seeking assistance, and taking initiative, you'll find that the returns are tenfold.”

– Lisa Scheulen, Chief Technology Officer, Public Retirement School Systems of Missouri (PSRS)