

Gartner IT Score for Applications

Sample report excerpt

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Meet Gartner IT Score for Applications

Introduction to Gartner IT Score for Applications

Functional leaders use Gartner IT Score for Applications to measure the maturity of their function in key activities, prioritize areas of improvement and plot the function's path to improvement. This is an excerpt from a full report, which provides detail on a wide range of functional activities. Gartner IT Score for Applications covers **27** functional activities across **5** functional objectives.

Here's how it works



1. Measure the performance of the function in terms of:

- **Maturity.** We ask a series of yes/no questions about how your function approaches and executes each one of a range of key activities and objectives specific to your function.
- **Importance.** We ask you to indicate how important each of those activities is for your function to meet its enterprise objectives.



2. Prioritize.

- **See your maturity levels at a glance.** On a simple bar graph, we plot the maturity level of each activity and its importance — and you get your first glimpse of where maturity and importance aren't aligned. For example, your function may be highly mature in activities that aren't very important to driving business priorities or highly immature in activities that are.
- **See your priorities in rank order,** based on those gaps between maturity and importance. Immediately you can see what should be your highest priorities for improvement if your function is to drive business goals effectively. You also see which activities need less attention.

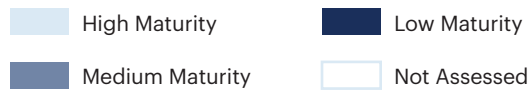
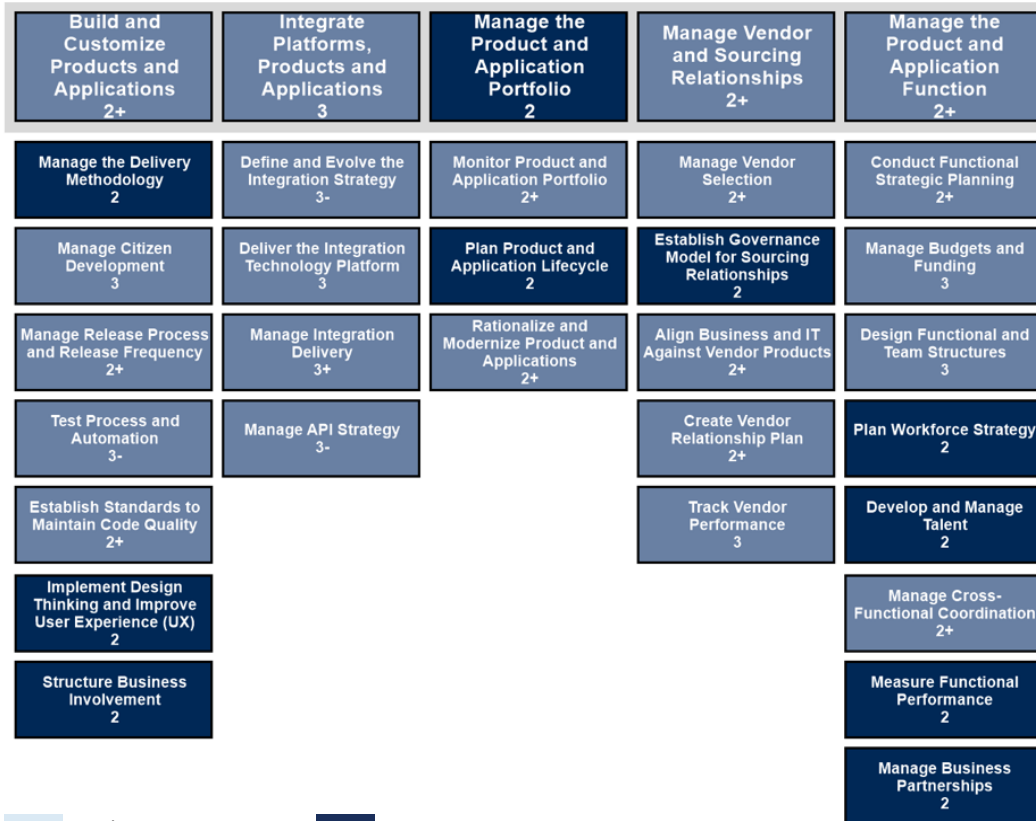


- #### 3. Improve.
- We provide you with steps to take on your path to improvement in whatever activities the data shows to be the biggest significant opportunities for improvement.
- **“A Pathway to Maturity”** lists action steps required to reach the next level in each specific activity.
 - **Recommended related resources** provide associated insights. In some cases, a Gartner advisor delivers the report and helps with prioritization and action planning.

Read on for more insights and recommendations you might receive on an individual activity. A complete report shows you the current status and improvement path for all activities and objectives in your function.

How mature are your functional activities?

Gartner IT Score for Applications benchmarks your self-assessment to provide you with a current maturity score by activity.

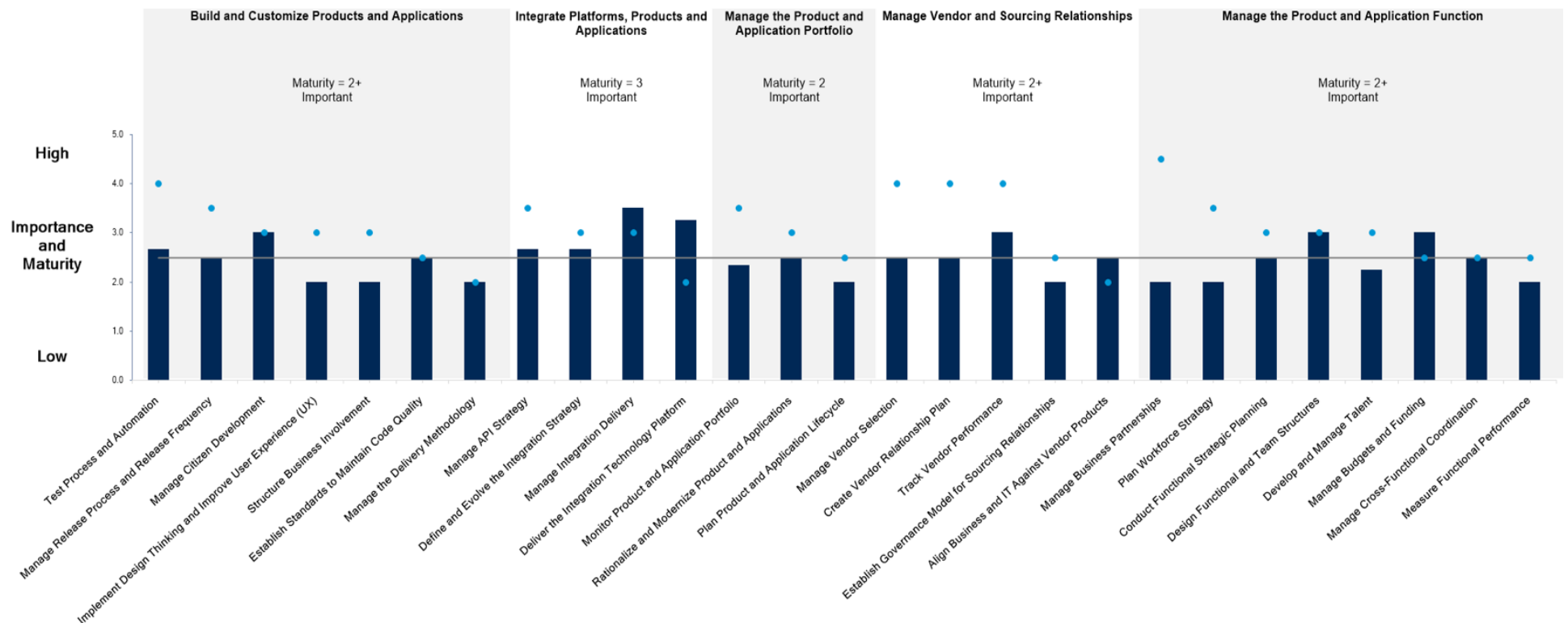


Maturity: Measured on a scale ranging from 1 (Low) to 5 (High), maturity measures how advanced an organization's development is in a functional activity relative to Gartner's best practice research. Maturity scores are refined with a (+) or (-) to indicate intermediate levels of maturity.

The set of activities as mapped here is subject to change.

How do maturity and importance compare?

Gartner IT Score for Applications plots your benchmarked maturity score against the importance you assign to that activity in terms of its criticality for your function to meet enterprise business objectives.



Select Findings

Lowest Maturity

- Manage Business Partnerships
- Measure Functional Performance

- Plan Workforce Strategy
- Establish Governance Model for Sourcing Relationships

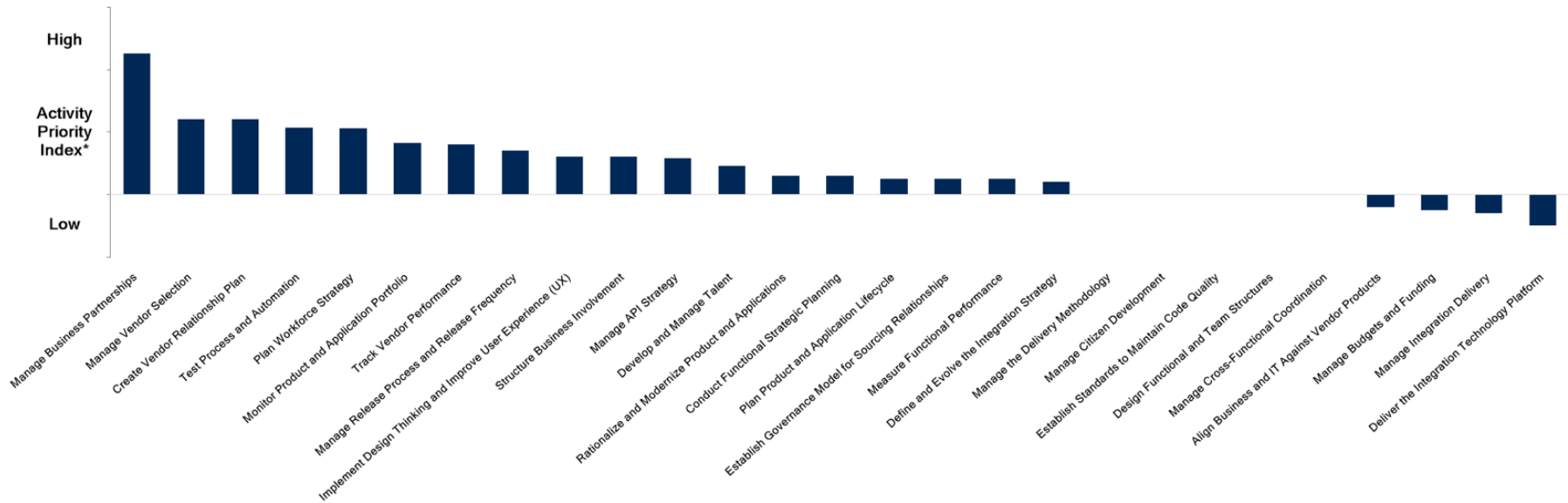
Highest Importance

- Manage Business Partnerships
- Test Process and Automation
- Manage Vendor Selection
- Create Vendor Relationship Plan

What are the high-priority areas for your function?

Gartner IT Score for Applications rank-orders your improvement priorities, based on the gap between maturity and importance. The Activity Priority Index (API) identifies where the function is less mature in activities of greater importance. A higher API score indicates a greater priority to the organization.

The Activity Priority Index identifies where the function is less mature in activities of greater importance.



Highest Priority

- Manage Business Partnerships
- Manage Vendor Selection
- Create Vendor Relationship Plan

Lowest Priority

- Deliver the Integration Technology Platform
- Manage Integration Delivery
- Manage Budgets and Funding

High-priority area: Manage Business Partnerships

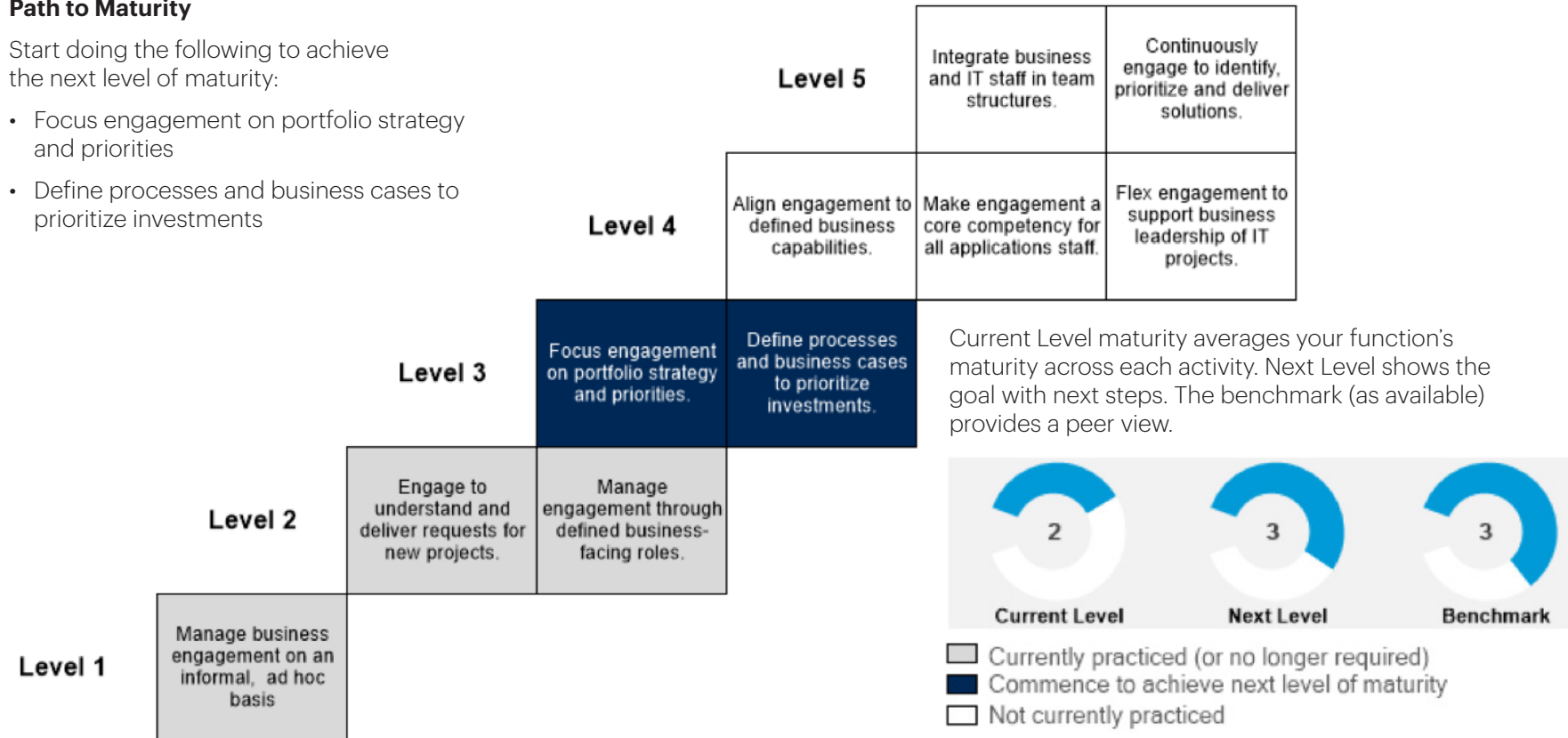
How the organizations interacts with and educates business partners and employees to shape demand, match IT capabilities to business needs, and help business partners make informed technology decisions

Gartner IT Score for Applications provides next steps for each individual activity, based on current and desired state.

Path to Maturity

Start doing the following to achieve the next level of maturity:

- Focus engagement on portfolio strategy and priorities
- Define processes and business cases to prioritize investments



Manage Business Partnerships

Sample recommended resources

Featured resources

Adaptive Business Engagement Model

A case study on Intel's adaptive business engagement model.

Competencies for High Performance in IT Relationship Management

How to build relationship management skills in IT.

Foundational practices

Applications Portfolio Roadmap Template

Use this roadmap template to communicate decisions around capital investment, project timelines, service levels, and application retirement.

Business Analyst Learning Series

How business analysts can adapt to the new digital delivery world.

Ignition Guide to Capturing Requirements

Set up standardized process to capture functional and nonfunctional requirements

Learn how you can use Gartner IT Score for Applications to evaluate your functional maturity and priorities.

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Our unmatched combination of expert-led, practitioner-sourced and data-driven research steers clients toward the right decisions on the issues that matter most. We are a trusted advisor and an objective resource for more than 15,000 enterprises in more than 100 countries — across all major functions, in every industry and enterprise size.

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