

From Vision to Value: The City of Vaughan's Journey Toward a Successful IT Transformation

Organization Name: The City of Vaughan
Industry: Government & Public Sector
Employees: < 5,000



Mission-critical priority

To lead Vaughan's IT transformation, keeping pace with growth and change while maximizing IT investments to deliver measurable value for the city and its residents.



How Gartner helped

The client used:

- **Gartner's IT Score Framework** to assess IT maturity and develop a transformation roadmap aligned with mission goals, compliance needs and public service priorities.
- **Benchmarking tools and structured frameworks** to evaluate performance, identify capability gaps, and guide strategic planning.
- **Expert guidance and peer insights from Gartner Executive Partners and analysts** to inform technology decisions and foster executive alignment.



Outcome

With support from Gartner, the client:

- **Accelerated project delivery and minimized risk** by adopting modern operating models and forming cross-functional fusion teams.
- **Built cross-departmental trust and improved satisfaction** by fostering a collaborative, innovative IT culture and delivering measurable service improvements.
- **Strengthened decision-making and investment prioritization** with a clear, mission-aligned roadmap and active stakeholder engagement.

"Gartner has been more than a resource. They've been a strategic partner in our transformation—helping us build confidence, accelerate digital delivery and foster a culture of collaboration across our organization."

— Frank Di Palma, Chief Information Officer, City of Vaughan