

# Transforming IT Governance and Organizational Design

**Company Name:** Maastricht UMC+  
**Industry:** Government and Public Sector / Healthcare / Education  
**Employees:** <3000



## Mission-critical priority

Paul Hillman, CIO & Director of Medical Technology at Maastricht University Medical Center, sought support from Gartner to address organizational design, IT governance, and data governance challenges. He needed to restructure the IT organization, develop effective governance policies, and ensure data quality across all levels.



## How Gartner helped

- Provided access to **executive partners and analysts** who served as sounding boards, policy advisors, and experts for IT governance and organizational design.
- Supplied **research materials, feedback, and actionable insights** to address complex challenges and support decision-making.
- Assisted in developing **data governance strategies**, including maintaining data quality and onboarding new initiatives.



## Outcome

- **Restructured the IT organization** to better align with strategic goals and operational needs.
- **Developed and implemented effective IT and data governance policies**, improving performance and readiness for AI adoption.
- **Improved anticipation and response to executive-level challenges**, leading to better board engagement and less resistance to new policies.

“Gartner offers three things to you that are combined in such a way that they're incredibly valuable: conferencing, research, and access to analysts and executive representatives. Those three aspects together, you don't find anywhere else.”

— Paul Hillman, CIO & Director of Medical Technology, Maastricht University Medical Center