

IT Score for CIOs

Score Sample Report Excerpt



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Gartner®

**Leveling up isn't
something that you
do “once and for all.”
It's something you
do constantly ...**



Report Roadmap

Introduction

Gartner Score
Overview

Executive Summary

Key Findings

Path to Maturity

Next Steps for
Increased Maturity

Appendix

- Path to Maturity – All Activities
- Tables with Findings
 - Activities by Importance
 - Activities by Maturity
 - Activities by API
- Maturity Level Definitions
- Methodology & Score Calculation
- Digital Ambition
- Participant List
- How Gartner Can Help

Introduction

Gartner Score Overview

Introduction

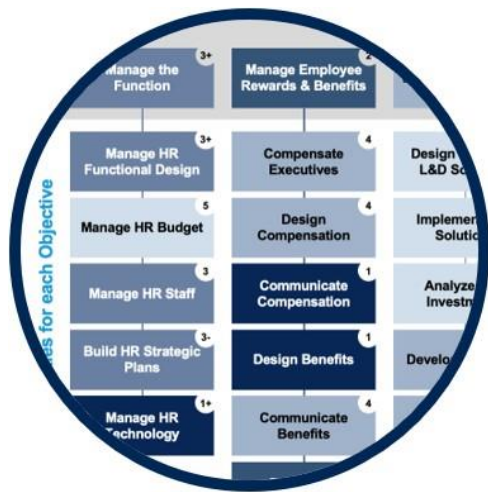
The **Gartner Score** is a proprietary tool that enables organizations to improve functional performance by assessing their performance across a broad set of functional activities. The diagnostic measures two primary dimensions: **importance** and **maturity**.

Score Details

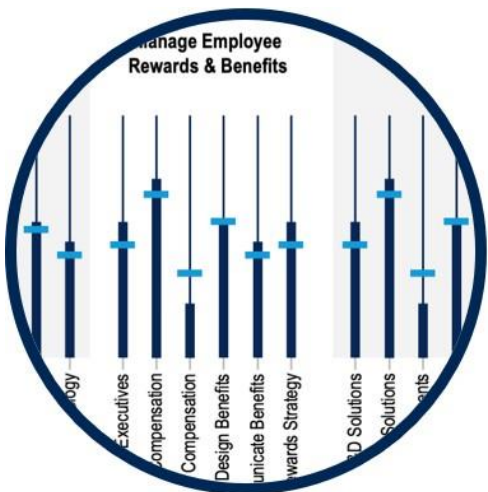
Date: 24 Jul 2023

Selected peer group: **Education**

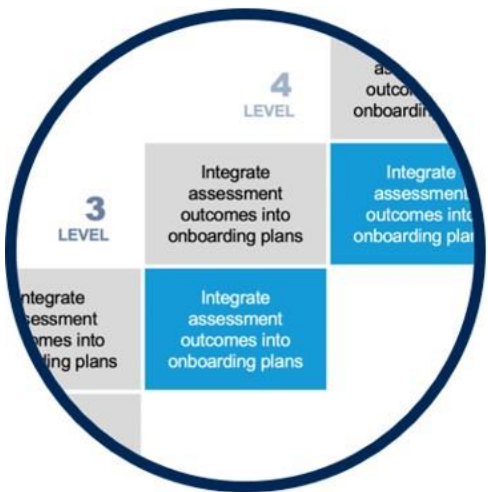
Organization Size (USD): **50M - 250M USD, Other**



Executive Summary
Objectives & Activities



Executive Summary
Maturity & Importance

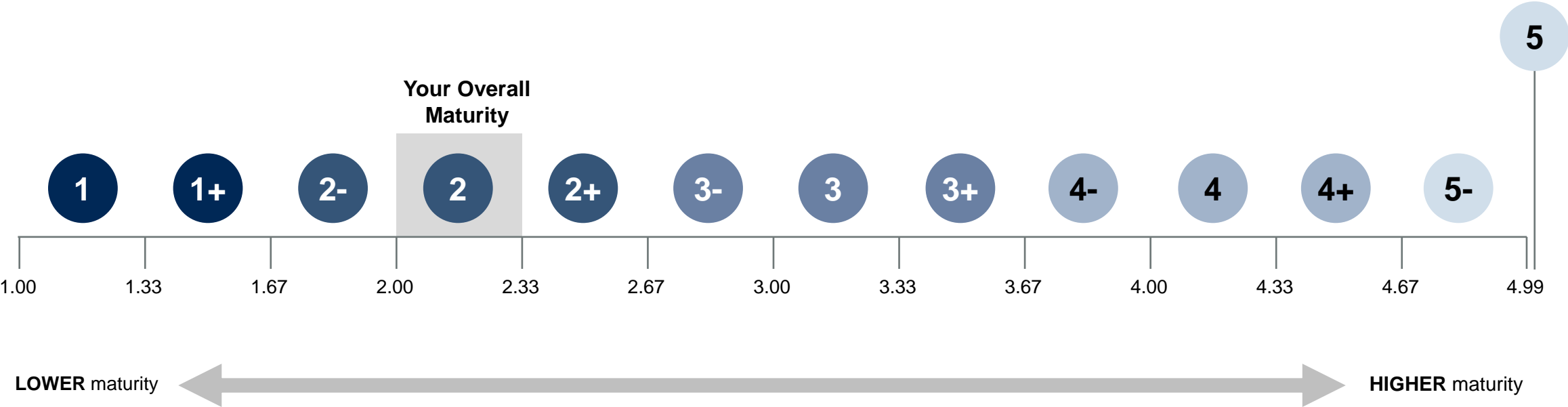


Path to Maturity
Next Steps to Improve

What is your Overall Maturity Level?

Maturity measures how advanced an organization's development is in a functional activity relative to Gartner's best practice research.

- Measured on a scale ranging from **1 (lower)** to **5 (higher)**
- Refined with a **(+)** or **(-)** to indicate intermediate levels of maturity.
- Maturity is best defined as a range. Details are provided in the Methodology & Score Calculation section of the Appendix.



Respondents included in this assessment: **2**

Peer benchmark: **2+**

Participating organizations in the peer benchmark: **81**



Executive Summary

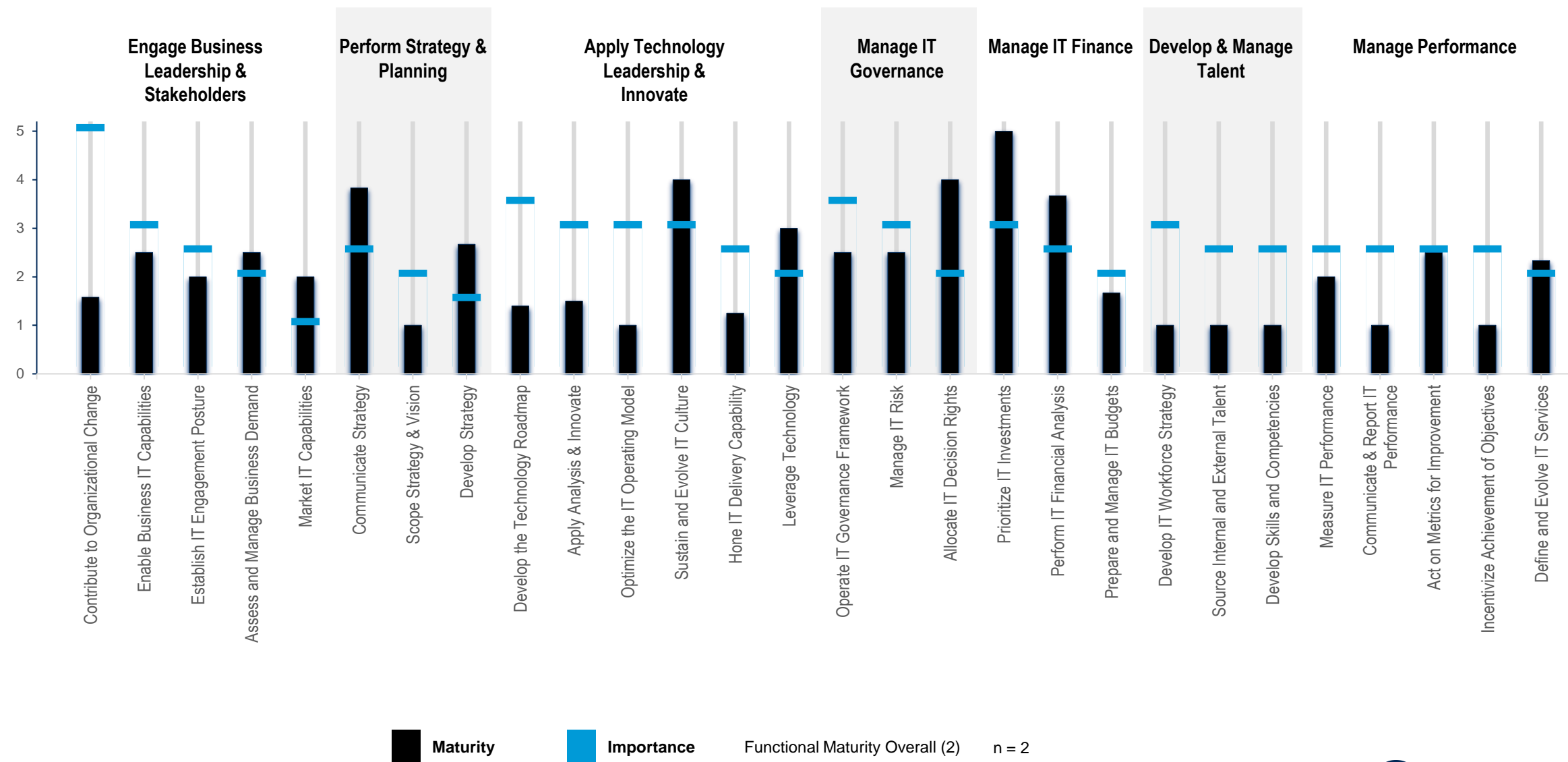
Key Findings



Maturity Levels of Objectives & Activities

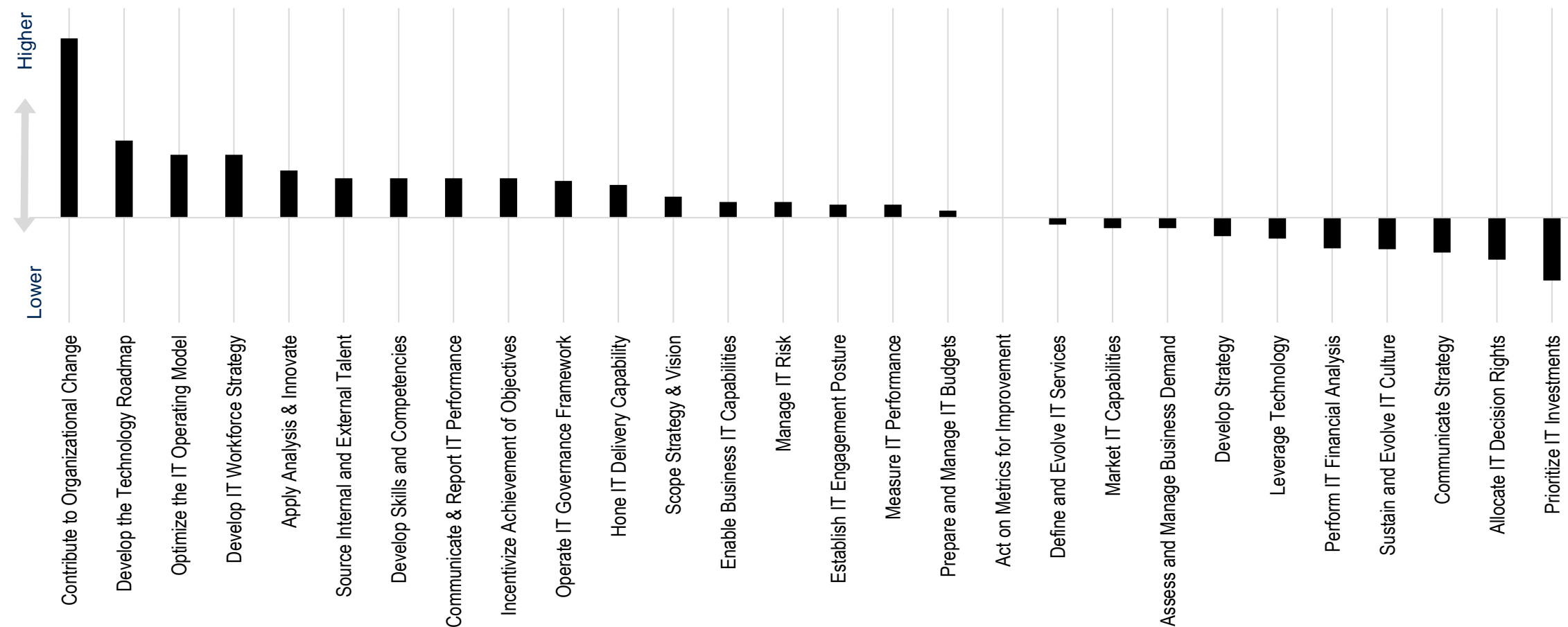


Maturity & Importance



Activity Priority Index

The (API) identifies where the function is less mature in activities of greater importance.

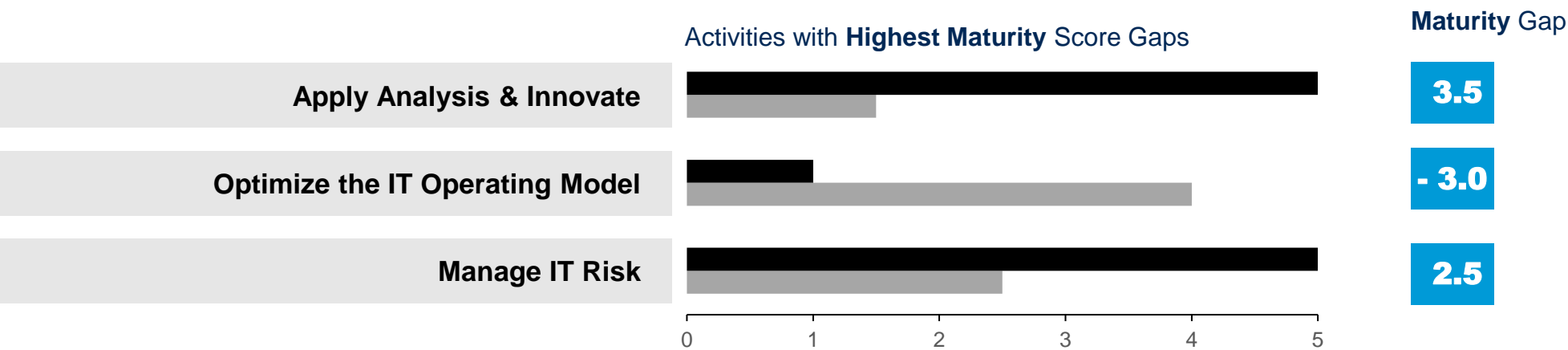
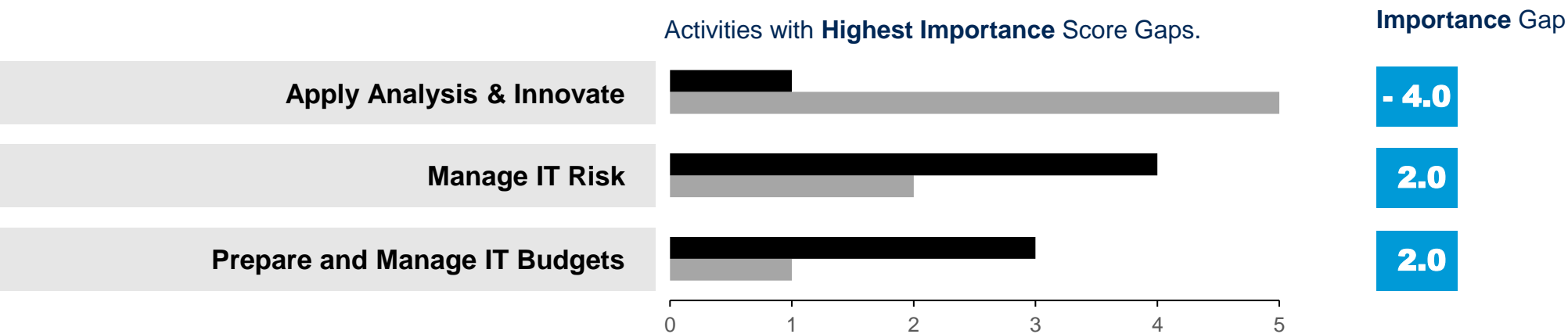


n = 2

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Comparing Leader and Team views

Comparing leader and team views for **importance** and **maturity** scores for activities with the highest score gaps.






Path to Maturity

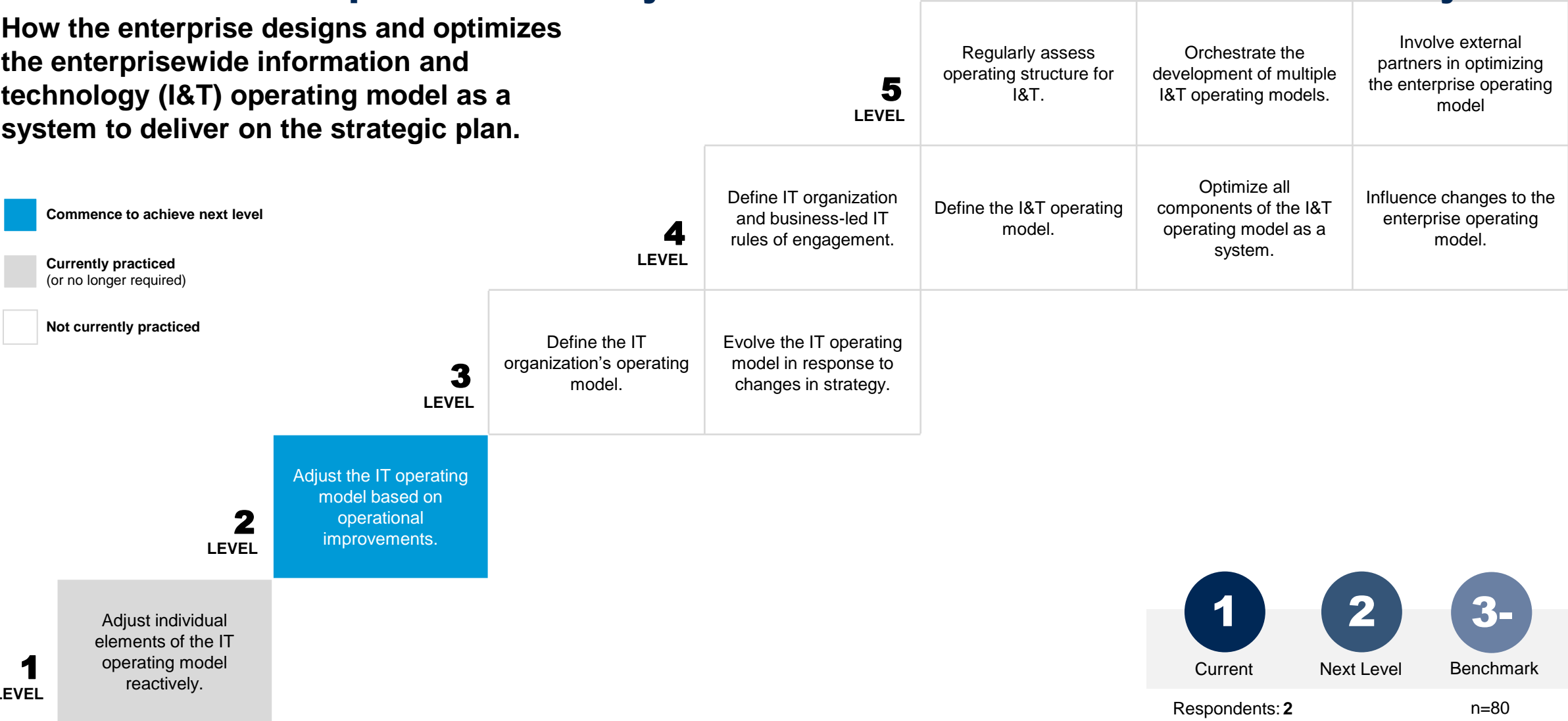
Next Steps for Increased Maturity

High Priority: Optimize the IT Operating Model

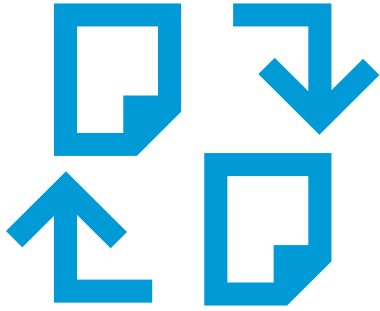
Note: this is an example – each activity in the model has a dedicated Path to Maturity slide

How the enterprise designs and optimizes the enterprisewide information and technology (I&T) operating model as a system to deliver on the strategic plan.

-  Commence to achieve next level
-  Currently practiced (or no longer required)
-  Not currently practiced



Optimize the IT Operating Model



Note: Some documents may not be available as part of your current Gartner subscription.




Resources

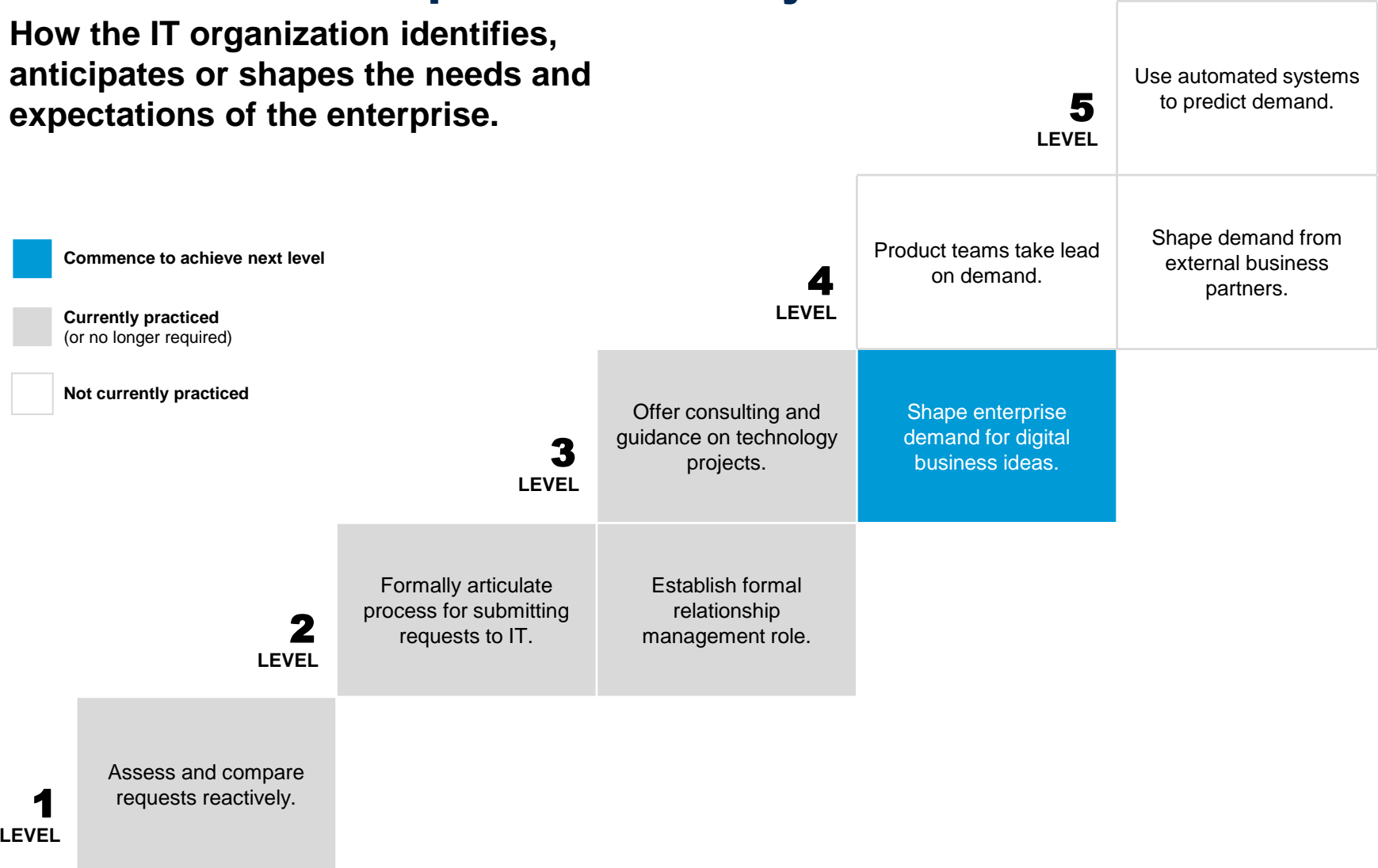
- [What Is an I&T Operating Model, and How Do You Accelerate Its Design Process?](#): This research introduces Gartner's I&T operating model framework and a set of operating model patterns.
- [Building Product Management Teams in IT and Beyond, Part 1: Structure, Leadership and Roles](#): This research lays out how to establish successful product teams with different-in-kind roles, leadership and structures.
- [Executive Essentials: Compose Your IT Operating Model to Generate Value](#): CIOs should leverage Gartner's IT operating model framework to accelerate model design time and increase confidence in achieving strategic goals.
- [Redesign the IT Operating Model to Accelerate Digital Business](#): This research shows how digital business challenges the existing IT operating model.
- [Embrace the Value-Optimized I&T Operating Model for Enterprisewide Competitive Advantage and Growth](#): CIOs can partner with CEOs to achieve enterprisewide competitive advantage and growth by adopting the value-optimizing I&T operating model.
- [Case Study: Operating Model Transformation for Digital Innovation](#): This case study illustrates how you can build an integrated enterprise technology operating model to enable business-owned digital innovation.

Assess and Manage Business Demand

Note: this is an example – each activity in the model has a dedicated Path to Maturity slide

How the IT organization identifies, anticipates or shapes the needs and expectations of the enterprise.

-  Commence to achieve next level
-  Currently practiced (or no longer required)
-  Not currently practiced



How Gartner Can Help

Gartner Resources and Membership Support

Reach out to your Gartner representative to:

- Discuss general support and design a long-term service plan based on your priorities for improvement
- Schedule a conversation with a member of the Gartner team to identify specific strategies and resources to address maturity gaps.

Contact the **Member Support Center** to set up a discussion with your Gartner representative.

+1-866-913-6447 (US and International)

Available Monday – Friday, 7am – 7pm Eastern time

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Research

Strategic Priorities for Chief Information Officers (CIOs)

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