

CRITICAL SUCCESS FACTORS OF IT:

Is your IT Organization the best it can be?

Study

Solution Overview

Approach

Expert Analysts experienced as senior IT managers will interview members of your IT staff and critically review all documents prepared by your organization that 'run IT'.

Duration

A typical review covers 80 to 120 person hours over an elapsed time period of 3 to 4 weeks

Discovery

Encore will do a discovery session at no-charge to scope and propose analysis. You may contact Encore at info@encoreconsulting.com, or, call Pete Mauro at 312 304 0566 to request a Discovery

www.encoreconsulting.com

How are you dealing with these challenges?

Have management changes and business changes compromised the power of IT?

We have talked with many Chief Information Officers. According to the **2010 CIO Magazine State of the CIO Survey**, here are the primary challenges that keep CIOs 'up at night'. Here are the critical success factors that guide IT in the enterprise to support business drivers in a superior way:

- Economies of Software Architecture:**
Is cost to development and support software and hardware as low as it can be?
Cutting costs is ranked in the top 5 critical activities as verified by 43% of CIOs surveyed.
- Reliability of IT Infrastructure:**
Is the combination of IT processes in balance and in compliance with ITIL® V2 and V3?
Improving IT and operational performance as verified by 51% of CIOs surveyed.
- Quality of Organizational Leadership:**
Is the team in IT properly trained in the leadership competencies?
Cultivating the IT/business partnership as verified by 48% of CIOs surveyed.
- Balance of Project Portfolio:**
Is the portfolio of projects supporting the strategic and tactical requirements of the business stakeholders?
Aligning IT initiative and business goals as verified by 64% of CIOs surveyed.

How are you dealing with these challenges?

Encore offers **Value-Mapping and Value Stream Mapping Assessments** to show how your organization compares to industry 'best practices'.

If requested, Encore could offer recommendations to show how each of the critical success factor could be strengthened to improve performance and achieve a higher level of proficiency.

Value Mapping and Starts the Process of Creative Outcome-Based Problem Resolution:

We often do things because, 'that is the way we've always done it'. We tend to gravitate to our comfort zone.

According to CIO Magazine, business and technology leaders need to become more innovative in how they approach their customers, employees, and technology. These leaders admit they're not comfortable seeking truly innovative solutions even though innovative thinking may be the best way to better the competition and take a leadership position. They acknowledge when under pressure to perform, they resort to familiar habits not innovative thinking as the basis for taking action.

Take the first step to creating and compounding innovative thinking. The Value Mapping process is logical and dynamic and easy to learn.

This presentation will discuss the construction and uses of Value Mapping and outcome-based thinking. It will illustrate the versatility and scalability of value maps and how they are used by frontline employees to the CEO to achieve real business results in a practical way.