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IT Roadmap: Assessing and Updating your IT Strategy and Operating Plan

The IT Roadmap is a detailed assessment of your IT strategy and operating plan with recommendations for improving value and reducing the costs of execution. The focus of this assessment is on business impact of IT, IT leadership competencies and organization structure, IT financials, and IT process maturity and impact. Senior IT and business leaders are asked to participate and provide input on assessment tools and in interviews and discussions.

This project is very useful for IT organization in transition or undergoing transformation. When the environment in which IT operates has changed, either because of shifts in the economy, mergers, acquisitions, or just changing business requirements, the IT organization must realign itself to be ready and able to partner with the business or even just to provide the best IT services at the most efficient costs available. Forward-looking CIOs who want to create a vision of what the IT organization should be will benefit from an outside assessment from KP Partners.

The Process: The IT Roadmap begins with a scoping session with the CIO and select members of the senior team to design a customized workshop. In the workshop, we discuss the roles and dimensions of providing IT services, and identify the business impact IT currently has on the business. We review the IT portfolio, IT capabilities, IT leadership and IT process model. Through interviews, data gathering, and analysis, we evaluate the current state of the IT organization, compare it to other IT organizations of similar size, and make recommendations for change. We create an IT Roadmap to guide the IT leaders to their new vision.

Findings and Deliverables: Smaller projects conclude with a workshop with the CIO and senior team to review findings and recommendations. Larger projects also include a final report. Findings can include:
- Review of current IT strategy, SWOT, new business developments, IT opex/capex plan and three year plan- a summary of the current plan for the IT organization and our assessment of updates needed now.
- Demand – Business Requirements- what does the business need from the IT organization
- Supply – Inventory of IT Services- what does the IT organization offer the business
- Business Alignment – How well is business being supported? What are the gaps between demand & supply?
- Assessment of IT processes' importance and maturity- review of standard set of IT processes and how well they are being utilized.
- Assessment of IT leadership competencies - What key IT leadership competencies are needed, how strong/important are they in the existing leadership team, and how mature is the leadership team?
- Assessment of IT skills available in the organization - review of key skills needed by the IT team(s) and our observations of the level/availability of those skills in the current team members.
- Assessment of IT organization effectiveness and risk- our observations of the IT organization's ability to meet the needs of the business and execution risk.
- High level review of architecture – presentation, data, major applications, infrastructure.
- Observations and options – regarding the current state of IT.
- Recommendations regarding the areas above plus the mission/purpose of IT, the organization chart, high level architecture, business priorities, organizational levers (people, process, technology and structure).
- Road Map – High level action steps, dependencies and sequence