Gartner Consulting Case Study: Government Agency Undergoes an Assessment of Business Effectiveness

Client Context
A new CIO recently appointed to a government agency wanted to measure stakeholder, executive leadership and management’s perception of IT’s business effectiveness and alignment.

Client Challenges
- Faced with a rapidly changing IT environment.
- Needed a quick and unbiased view of IT from key business stakeholders to effectively establish a road map for improvement.

Gartner Approach
- Perform a comprehensive benchmarking survey of IT’s business effectiveness.
- Assess IT’s business effectiveness and alignment, combining metrics and analysis from the IT business effectiveness database.
- Identify areas of improvement that can be measured year over year.
- Deliver actionable recommendations aligned with industry best practices on how to improve IT effectiveness and alignment.

Benefits Achieved
- Provided a graphical report of detailed observations and recommendations for improving business effectiveness — a clear baseline to track the impact of future IT action plans and initiatives.
- Identified the IT organization’s need to become a strategic partner and value-added resource for the business units.
  - Effectively communicate with executives.
  - Improve support service availability and responsiveness.
  - Reduce cost of services; effective processes result in lower costs.

IT Alignment
Overall Relationship Between IT and the Business Units

XYZ = 1.53
Database average = 1.82