

Maturity Index Definitions

Survey: <https://forms.office.com/r/2nAW1cQa4A>

Maturity Level	Description
Level 1: Ad Hoc Figuring things out as we go	- Processes are informal, inconsistent, or undocumented - Tools and systems are disconnected or underused - Success depends on individual effort, not repeatable methods - Risk of errors, delays, and customer frustration is high To Move Up: Start by identifying key gaps and introducing basic tools or processes that bring consistency.
Level 2: Foundation Started building structure	- Some tools or processes are in place, but not used consistently - Teams may work in silos or rely on manual effort - Visibility is limited, and performance is hard to measure - Improvements are reactive, not planned To move up: Standardize usage across teams, train staff, and begin tracking performance.
Level 3: Structured Defined processes and shared tools	- Systems are documented and used regularly - Teams collaborate using shared platforms - Data is tracked and reviewed, but not yet predictive - Operations are stable, but not yet optimized To move up: Automate routine tasks, introduce dashboards, and use data to guide decisions.
Level 4: Proactive Actively measure, monitor and improve continuously	- Processes are optimized and performance is tracked - Teams use data to make decisions and adjust quickly - Tools are integrated and workflows are efficient - Risks are managed proactively To move up: Embed feedback loops, expand automation, and align IT with strategic goals.
Level 5: Strategic IT is a strategic advantage, not just a support function	- Systems are fully integrated, secure, and scalable - Decisions are driven by real-time insights and predictive analytics - Customer experience and operational efficiency are continuously refined - IT supports innovation and long-term growth It is a journey not a destination: Keep investing in innovation, governance, and alignment with business strategy.



Will Stuck leverages two decades of IT experience working with Fortune 500 companies as well as small and medium-sized businesses in industries such as construction, manufacturing, healthcare, and non-profits. His work focuses on providing strategic IT leadership, prioritizing IT initiatives that enhance customer experience, drive operational efficiency, and enabling sustained organizational growth.

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