

IT Performance and Maturity Assessment

A guide to help you objectively evaluate the performance and maturity of your IT organization.

This assessment is designed to help technology leaders and their business partners take an honest look at the role IT plays in your organization and how it is operating.

Answer each question as candidly as possible — the goal is diagnosis, not evaluation. Complete the assessment individually or as a leadership team. Where perspectives differ, the gaps themselves are useful data.

Part I – Expectations Assessment and Gap Analysis

The Role of IT

The characteristics and areas of emphasis of high-performing IT functions vary depending on the role of IT in your organization. Which of the following is the intended/desired role for IT in your organization?

1. **Supplier** = Keep-the-lights-on, react/respond to problems, basic IT services provided to the organization
2. **Solution Provider** = Proactive issue identification & resolution, active business collaboration, reliable IT service delivery
3. **Strategic Partner** = Change enabler, creative solution provider, deliverer of business value, consistent business team partnership
4. **Innovator/Anticipator** = Change driver, embedded with business teams, proactive value-add solutions development



Instructions

For each row, enter the score (1–4) that best describes your organization today. Use the column headers as your guide. Enter all scores as positive numbers.

		1	2	3	4
		Supplier	Solution Provider	Strategic Partner	Innovator/ Anticipator
A	How IT views its role today				
B	How stakeholders view IT today				
C	The role IT would like to play				
D	How stakeholders would like to view IT				

Calculations

Description	Calculation	Your Score
IT Perception Gap	Row A – Row B	
IT Aspiration Gap	Row C – Row A	
Stakeholder Aspiration Gap	Row D – Row B	
Alignment Gap	Row C – Row D	

Score Interpretation and Prompts

First review your individual gap scores to identify where misalignment is most pronounced. Consider the prompts below relative to each gap, and complete Part II of the assessment to identify specific areas of potential focus.

IT Perception Gap:

- What is driving the difference between IT and stakeholder's perception of its role in the organization? What 1-3 things can you address to close this gap?

IT Aspiration Gap:

- How far away is IT from its ideal performance and maturity? Is there understanding and agreement across the IT team regarding current and target state maturity? Are there particular processes, skills, or functions that are impacting this gap more than others? Complete the remaining assessment to prompt your thinking of areas to be addressed.

Stakeholder Aspiration Gap:

- What do stakeholders desire from the IT team? Are stakeholder expectations realistic? What 1-3 things could you do to perform at the level desired by your stakeholders?

Alignment Gap:

- Are stakeholders and IT aligned regarding the role of IT? Are stakeholders actively engaged in IT governance and advocating for IT? What 1-3 things could you do to align with key stakeholders and build advocates for IT?

Part II – Functional Assessment

Strategy and Governance

These questions assess whether shared IT strategy and governance is in service of the greater organization.

1. IT strategy: Does IT have a documented, actionable strategy aligned to its role and the organization at large?

1	2	3	4	Your Score
No documented company or IT strategy	Company strategy documented; IT is working in service of company strategy	Actionable IT strategy documented by IT Team	Actionable IT strategy documented in collaboration and alignment with business teams	_____

2. Value focus: Does the IT team focus on delivering the highest value work for the organization?

1	2	3	4	Your Score
IT decides what work will get delivered and when, often responding to the "squeaky wheel"	Cross-functional teams are involved in prioritization of some IT work, often using FIFO methodology	Cross-functional teams prioritize work, regularly considering highest value for the organization	Cross-functional teams prioritize work, regularly considering highest value for the organization. Delivery success is measured and sustained.	_____

What are the key factors driving your scores in this section?

IT Operations

These questions evaluate whether there are mature IT service delivery structures in place at the appropriate level for the IT role.

3. Demand and resource management: Does IT understand the full portfolio of work in progress and resource availability for new work?

1	2	3	4	Your Score
Little to no visibility into full work portfolio or resource capacity	Visibility into trouble tickets and large projects; resource allocation and work effort estimates may be inconsistent or unreliable	IT has a comprehensive view of active work and resource allocations are tracked	IT and stakeholders have a comprehensive view of active and planned work. Allocations and actuals are used to inform future estimates.	_____

4. IT stability: Are the IT infrastructure, applications, and integrations stable and reliable with effective and efficient incident response when needed?

1	2	3	4	Your Score
Stable and reliable, reactionary response when needed	Stable and reliable, proactive incident planning and management	Stable, reliable, and scalable; proactive incident planning and management	Stable, reliable, and scalable; proactive incident planning and management, continuous learning and improvement cycle	_____

5. Standards and governance for technology and data: Are technology standards aligned for efficiency and effectiveness? Is data governance in place with data effectively used to support organizational decision making?

1	2	3	4	Your Score



No formal strategy for tech standards and/or data governance	Tech standards exist but may not account for organization strategy; data governance limited to enterprise systems	IT and business teams aligned re: tech standards and data governance	IT and business teams aligned re: tech standards and data governance; data responsibly leveraged to support business decision making	_____
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6. Core delivery methodologies: Is there a standard Project Management Methodology (PMM) and a Solution Development Lifecycle (SDLC) in place?

1	2	3	4	Your Score
Standard, repeatable methodologies not consistently applied	Minimal structure; some individuals with PM training or familiar with SDLC; work delivery inconsistent	Defined PMM with skilled team members, repeatable solution development process; work delivery more consistent	Defined PMM consistently applied and integrated with SDLC	_____

What are the key factors driving your scores in this section?

Organization

These questions assess whether the team is composed of the right skills, with motivated and supported team members.

7. Team skills and talent management: Does the IT function have the right skills and the right people in the right roles?

1	2	3	4	Your Score
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Skills gaps exist; contract or temporary support is regularly needed to meet business requirements	Team skills are matched to organization needs and roles are clearly defined	Team skills are matched to organization needs and team members are actively being developed to provide additional value to the organization	Team skills are constantly evolving to meet changing organization needs. Org model is flexible and regularly reviewed.	_____
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8. Team culture: Is the ideal team culture clearly defined and reinforced?

1	2	3	4	Your Score
Little to no focus on culture development or change support	Culture focused on delivery and/or individual contribution	Culture development is intentional and rewards aligned behaviors	Individuals demonstrate a sense of ownership for building and maintaining team culture	_____

What are the key factors driving your scores in this section?

Performance Management

These questions assess whether IT understands, measures, and works to consistently improve its value to the organization.

9. Business value measurement: Are performance metrics defined, strategically aligned, measured and monitored?

1	2	3	4	Your Score
IT performance metrics are not defined	Basic IT metrics are monitored (uptime, trouble	IT performance metrics include customer	IT performance metrics include measures of	_____



	ticket response, etc.)	satisfaction and value-added measurements. Beginning to demonstrate the impact of IT on organizational goals.	value provided, impact and outcomes delivered	
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10. Continuous improvement: Is IT actively reviewing performance data to inform future efforts?

Little to no focus on continuous improvement	Some focus on "low hanging fruit" improvement opportunities	Actively tackling more complex improvement efforts, including cross-functional activities	Conducting lessons learned and retrospectives is commonplace. Continuous improvement is the cultural norm.	_____
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What are the key factors driving your scores in this section?

Score Interpretation

Enter your total score here

Total Score	Rating	What It Means
34 – 40	High Performing	IT is delivering meaningful value and operating as an integral partner to the business. Focus on sustaining performance and continuing to innovate.
25 – 33	Solid Foundation	IT is a reliable partner to the business and is contributing value, but opportunities exist to improve alignment, efficiency and strategic impact.



17 – 24	At Risk	IT reliably delivers basic services but may be operating reactively or internally focused. Targeted improvement in key areas is warranted.
10 – 16	Intervention Required	Core capabilities are missing or inconsistent. IT may be hindering organizational performance. Prompt, structured action is needed.

Turn Your Score into an Action Plan

Syntropy Partners offers objective IT performance and maturity assessments — helping technology and business leaders identify gaps, prioritize action and build a realistic roadmap for building IT capability. Want a personalized interpretation of your results? Share your results with us or schedule a complimentary conversation at info@syntropy-partners.com.

Get My Personalized
Action Plan

About Syntropy Partners

Syntropy Partners helps IT leaders in mission-driven organizations like higher education, university libraries, K-12 and public sector organizations deliver results from their most important initiatives and build more capable, strategic teams in the process. We have found that technology success isn't just a technology problem. The best results come from building people, processes and technology together.