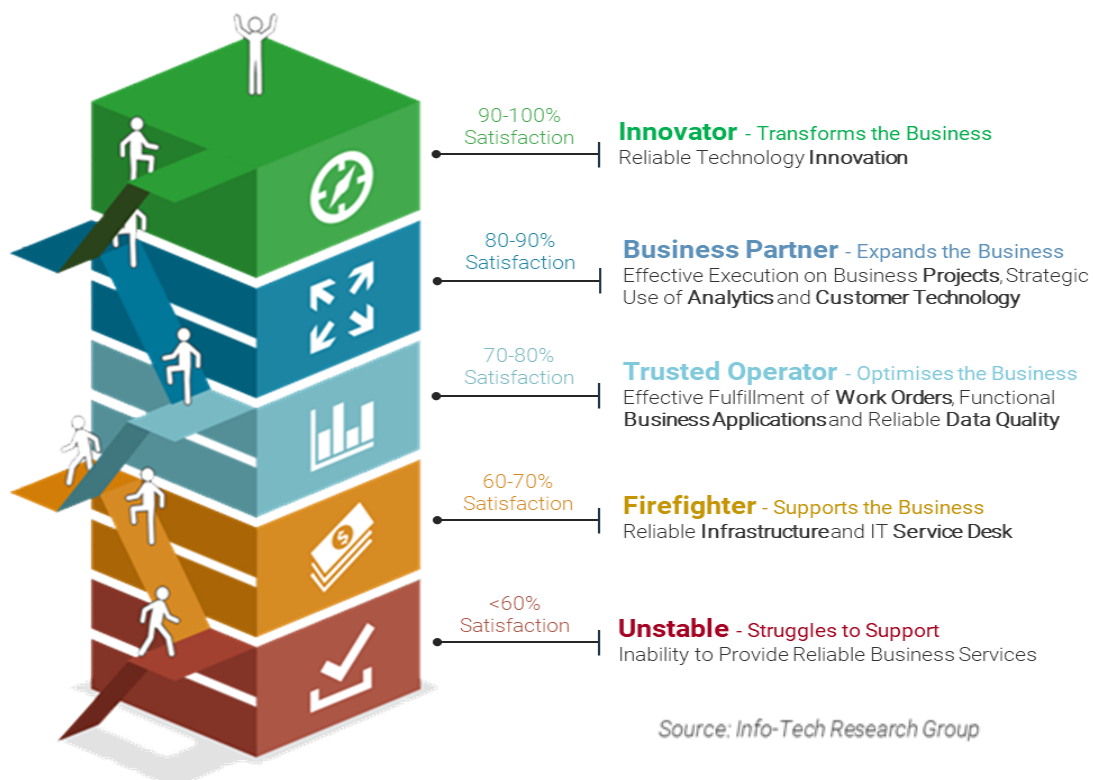


“Go from I think, to I know”

The most important thing a CIO can do is understand the business needs and actively measure that the business is satisfied - stop flying blind.

Source: Info-Tech Research Group

- ⇒ Find out what is really important to the business and steer your IT in the right direction.
- ⇒ Identify what good practice looks like and understand where you fit against your peers.
- ⇒ Understand the link between IT Satisfaction and IT Maturity.
- ⇒ Set a baseline which will focus effort on improving IT maturity where it matters most .



Source: Info-Tech Research Group

Value Proposition for Councils

- ⇒ Identify dissatisfied stakeholders and build tailored improvement plans to meet their needs.
- ⇒ Identify how IT capacity constraints effect the business, providing a strong case for budgetary increases or refocus.
- ⇒ Focus IT activity on where it is needed most by the business.
- ⇒ Measure the satisfaction of your key decision makers annually.
- ⇒ Move beyond opinion and get to the facts to build an accurate strategy and roadmap of initiatives based on your maturity.
- ⇒ Create a baseline for future improvement of IT maturity.

Value Proposition for Sector Benchmarking

- ⇒ Understand where you fit against your peers: a clear view of your maturity and satisfaction in comparison with your peers.
- ⇒ Quantify IT's successes by benchmarking performance against industry peers and previous-year metrics.
- ⇒ Identify what good practice looks like, see how you sit across your sector.
- ⇒ Sector benchmark report includes comparison against NZ councils and also International benchmarking statistics.
- ⇒ Develop rich sector benchmarking statistics over time and track your progress against the benchmark.

IT Satisfaction Report Sample

IT Satisfaction Scorecard

INFO~TECH
RESEARCH GROUP

Benchmarking



IT Budget as % of Revenue
4.8% BENCHMARKING NOT AVAILABLE

IT Staff as % of Users
7.5% 22.5% below average
INDUSTRY AVERAGE: 30%
79TH PERCENTILE



		Satisfaction	
Capacity	Shadow IT	Use of Shadow IT: procurement of IT services and applications without IT involvement.	46° 13% above average
	Capacity Constraint	Satisfaction with responsiveness and effectiveness of service desk.	66° 8% above average
Relationship	Trains Effectively	Satisfaction with training quality and timing.	N/A --
	Understands Needs	Satisfaction with IT's understanding of your needs.	69° 3% below average
	Executes Requests	Satisfaction with the way IT executes your requests and meets your needs.	63° 9% below average
	Communicates Effectively	Satisfaction with IT communication.	59° 12% below average

Business Satisfaction and Importance for Core Services

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

		Satisfaction		Percentile
Devices	Satisfaction with desktops, laptops, mobile devices etc.	77°	1% below industry	44 TH
Service Desk	Satisfaction with responsiveness and effectiveness of service desk.	77°	1% below industry	36 TH
Work Orders	Satisfaction with small requests and bug fixes	72°	3% below industry	37 TH
Business Apps	Satisfaction with applications and functionality	71°	1% below industry	30 TH
IT Policies	Satisfaction with policy design and enforcement around security, governance, etc...	69°	3% below industry	35 TH
Network & Comm. Infrastructure	Satisfaction with reliability of comm, systems and networks	68°	8% below industry	14 TH
Client-Facing Technology	Satisfaction with user experience and effectiveness	66°	aligned with industry	43 RD
Requirements Gathering	Satisfaction with BA's ability to understand and support the business	63°	4% below industry	17 TH
IT Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	60°	7% below industry	14 TH
Projects	Satisfaction with large department or corporate projects	59°	11% below industry	12 TH
Data Quality	Satisfaction with providing reliable and accurate data	58°	16% below industry	5 TH
Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	54°	13% below industry	9 TH

Timeframe & Process

- ⇒ ALGIM will be in contact to collect orders and initiate the process with Effectus.
- ⇒ Effectus will run the process end to end and manage the INFO-TECH survey engine.
- ⇒ Individual IT Satisfaction reports delivered when completed per council.
- ⇒ Pricing starts from as little as \$2,500 for the small councils.
- ⇒ Sector benchmark analysis delivered as webinar & report at end of July, each year.

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IT Satisfaction Benchmark for Local Government

The following pricing model is applied, based on ALGIM sector categories.

Very Small	Small	Medium	Large District Medium City	Large City/Region Extra Large District
18 councils	16 councils	11 councils	19 councils	14 councils
\$2,500	\$3,500	\$4,500	\$5,500	\$6,500

Note: All pricing is exclusive of GST.

Buller District
 Carterton District
 Chatham Islands
 Gore District
 Hurunui District
 Kaikoura District
 Kawerau District
 Mackenzie District
 Opotiki District
 Otorohanga District
 Ruapehu District
 South Wairarapa District
 Stratford District
 Waimate District
 Wairoa District
 Waitomo District
 West Coast Regional
 Westland District

Central Hawkes Bay
 Central Otago District
 Clutha District
 Environment Southland
 Grey District
 Hauraki District
 Hawkes Bay Regional
 Kaipara District
 Masterton District
 Northland Regional
 Otago Regional
 Rangitikei District
 South Waikato District
 Taranaki Regional
 Tararua District
 Waitaki District

Ashburton District
 Bay of Plenty Regional
 Horizons Regional
 Horowhenua District
 Manawatu District
 Matamata Piako District
 Queenstown Lakes
 South Taranaki District
 Southland District
 Thames Coromandel
 Whakatane District

Far North District
 Gisborne District
 Great Lakes Taupo
 Invercargill City
 Kapiti Coast District
 Marlborough District
 Napier City
 Nelson City
 Porirua City
 Rotorua Lakes
 Selwyn District
 Tasman District
 Timaru District
 Upper Hutt City
 Waikato District
 Waimakariri District
 Waipa District
 Western BoP District
 Whanganui District

Auckland
 Christchurch City Dunedin
 City Council
 Environment Canterbury
 Greater Wellington
 Hamilton City
 Hastings District
 Hutt City
 New Plymouth District
 Palmerston North City
 Tauranga City
 Waikato Regional
 Wellington City
 Whangarei District

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