

IT Operational Maturity

What Makes an Effective IT Department



LEARNING OBJECTIVES

- PARTICIPANTS WILL SELF-ASSESS THE CURRENT STATE OF THEIR IT DEPARTMENT
- PARTICIPANTS WILL GAIN UNDERSTANDING OF IT INDUSTRY BENCHMARKS
- PARTICIPANTS WILL WALK AWAY WITH NEXT STEPS TO FURTHERING THEIR IT OPERATIONAL MATURITY



Who is FIVE NINES?

Nebraska's Largest Independently Owned IT Company

Our Mission

- To love what we do and be the best at it
- To build strong partnerships with our clients to drive their success
- To recognize what is most important and live each day to its fullest



Co-Founded Five Nines Technology Group in 2006



James S. Bowen
CIO Five Nines, MBA

Have served as Five Nines:

- Senior Technical Engineer
- Senior Project Design Architect
- Marketing Manager
- Chief Information Officer
- “Virtual” CIO (for our clients)
- Industry Consultant

Community Volunteering:

- Lincoln Chamber of Commerce Board of Directors
- MOSAIC Board of Directors
- LIBA Foundation Board
- LPS Foundation Board
- Community Development Resources Board
- March of Dimes Board of Director
- Lincoln Children’s Zoo Board of Directors

Why IT Operational Maturity?

- There is no school to learn how to operate an IT organization
- To measure the progress



What are OML Ratings?

- A series of traits which define common and best practices
- Simple 1 – 5 rating system per trait

Pay special attention to where your organization fits in each trait and the description of the next level up



QUESTION 1

Rate your current state:

1

2

3

4

5

NOTES:



QUESTION 2

Rate your current state:

1

2

3

4

5

NOTES:



QUESTION 3

Rate your current state:

1

2

3

4

5

NOTES:



QUESTION 4

Rate your current state:

1

2

3

4

5

NOTES:



QUESTION 5

Rate your current state:

1

2

3

4

5

NOTES:



What is your overall IT OML Rating?

5

Ingrained understanding of the total cost of quality IT service. Controlled flexibility and enabling new lines of business or revenue with IT. IT is integrated into business strategy and is viewed as a competitive advantage.

4

Good understanding of total cost of quality IT service. Stringent standards with little flexibility. High performance and budget efficiency. Strategic alignment basics are in place. IT makes a positive difference.

3

Basic understanding of the true cost of quality IT service. Implementing standards yields increased service quality and budget predictability. IT is a work in progress.

2

Realizing what you don't know. IT service and budget are unpredictable. Desire to align IT with business strategy. Want to fix it but don't know how.

1

Don't know what you don't know. IT Service and budget are unpredictable. IT is not valued Strategically. Hate IT.

Why does this matter?

IT SERVICE BASICS

Fundamentals / Basics
Ticket Management /
SLA's
Workstations and
Printers
Yearly Budget Planning
Stack Management
Best Practices
Tools and Monitoring
Backups and Antivirus

IT BUSINESS PLANNING

HIPAA Compliance
Internal IT Audit
Remediation Schedule
Disaster Recovery Plan
Business Continuity
Planning
User Security Awareness
Training

IT STRATEGY

5 / 10 Year Budget
Planning
Strategic Planning
More Patients
(Productivity)
Smaller Lines (Efficiency)
Competitive Advantage

THANK YOU!

Further Questions?

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