

# THE STRATEGIC CIO

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AN AUERBACH BOOK

Changing the Dynamics of the Business Enterprise

Forewords by

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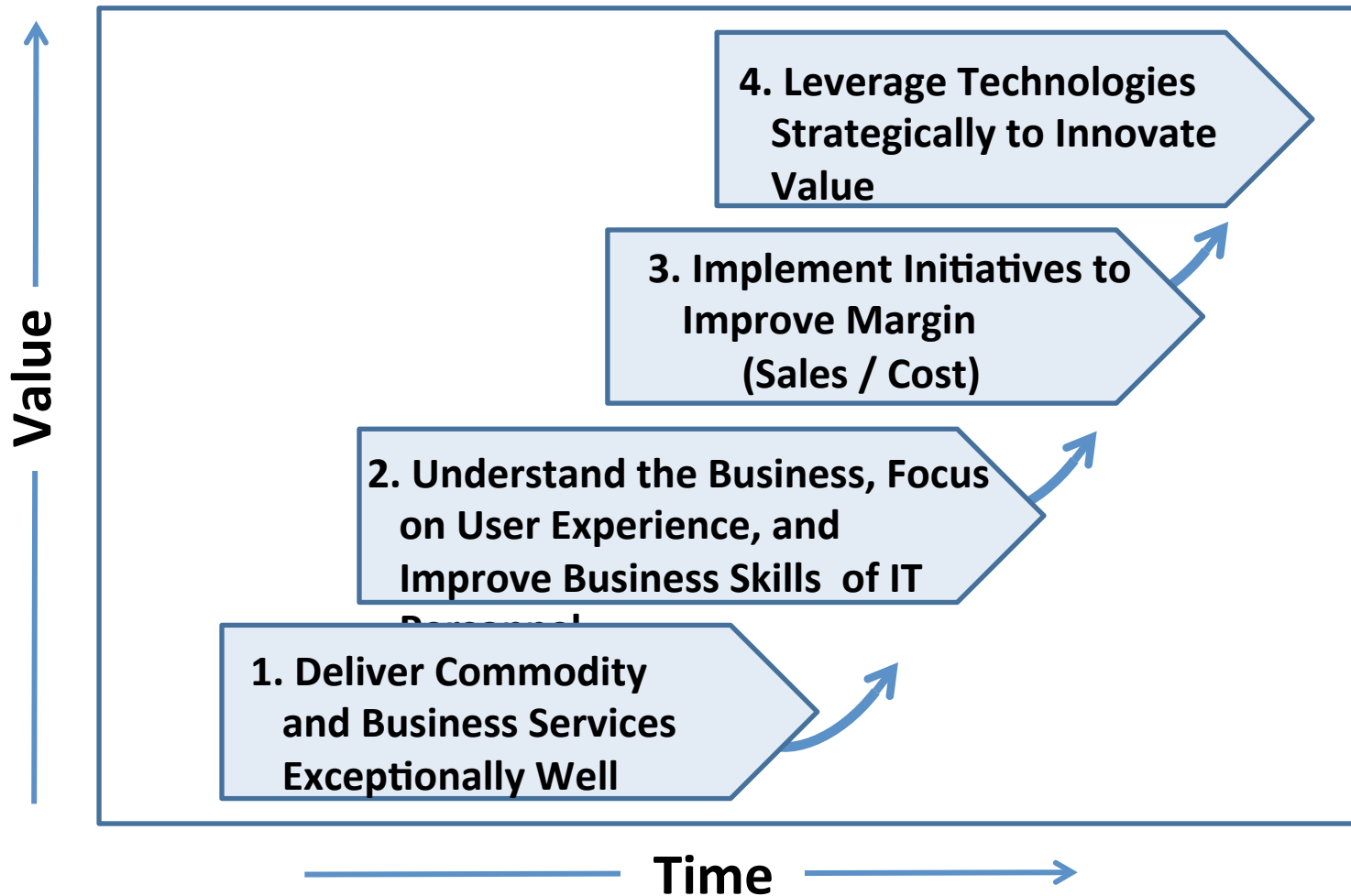
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# Strategic IT Organization Transformation Phases





# How Strategic is Your IT Organization?

Deliver Commodity and Business Services Exceptionally Well

DELIVERING SERVICES EXCEPTIONALLY WELL		Strategic	Efficient
CATEGORY	KEY PRACTICE	0	100
1 Business Services	Design Total Business Unit Management to Drive Value of the Enterprise, Delivering Customer Value, Total Value and Operational Efficiency		
2 Operational Support	Optimize User Experience, Increase Operational Efficiency and Reduce Operational Risk		
3 Infrastructure	Optimize User Experience, Increase Operational Efficiency and Reduce Operational Risk		
4 Support/Enablement	Optimize User Experience, Increase Operational Efficiency and Reduce Operational Risk		
SUB-TOTAL			
TOTAL SCORE			

Understand Business, Focus on User Experience / Improve Business Skills

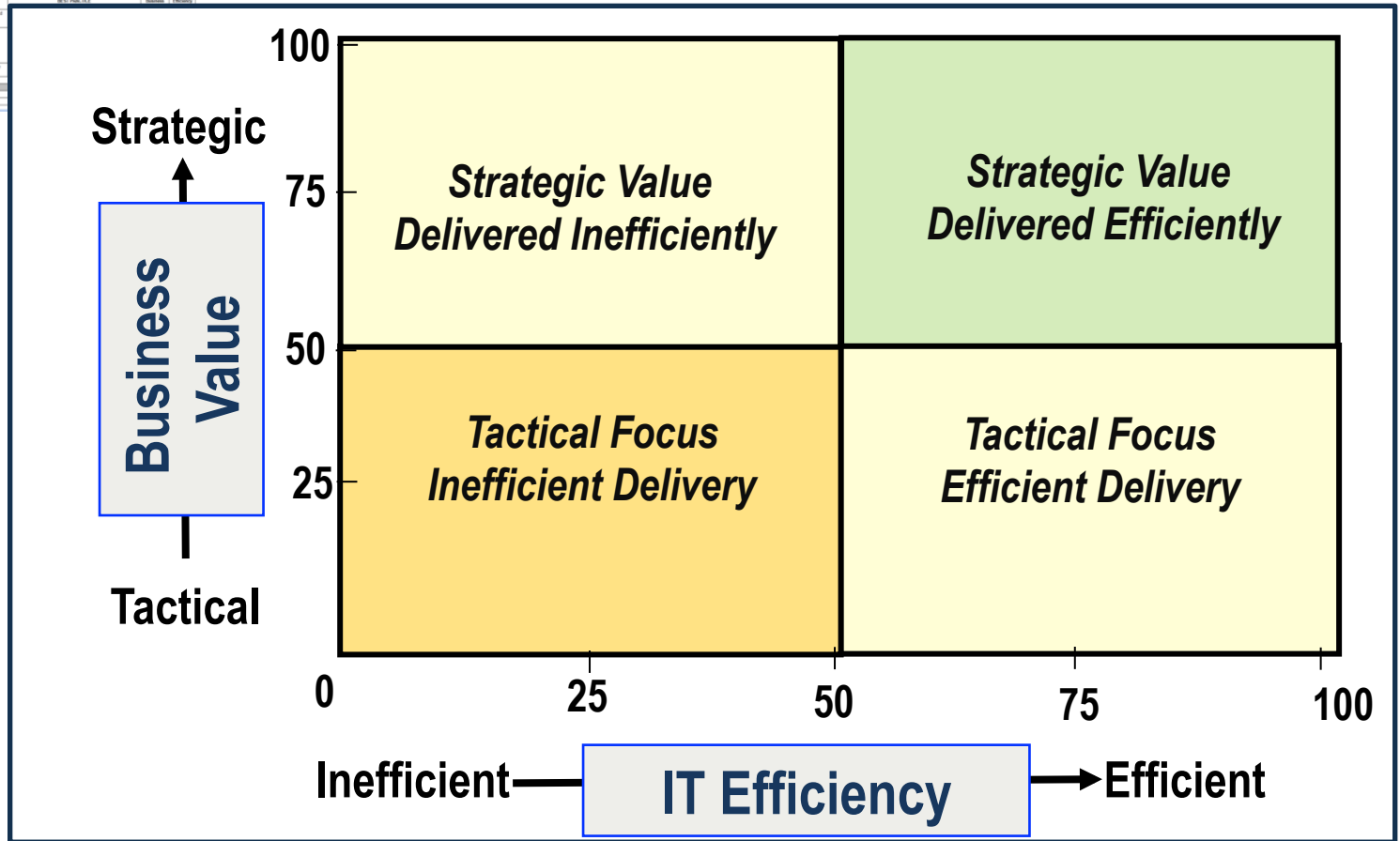
UNDERSTAND BUSINESS: FOCUS ON USER EXPERIENCE/IMPROVE BUSINESS SKILLS		Strategic	Efficient
CATEGORY	KEY PRACTICE	0	100
1 Business Services	Gain IT Personnel Understanding the Business, Key Processes, Customer Value and Alignment to Business Strategy		
2 User Experience	Engage IT Personnel with Business Personnel to Develop and Deliver an IT Service Strategy that is Aligned with the Business Strategy		
3 Business Services	Engage IT Personnel with Business Personnel to Develop and Deliver an IT Service Strategy that is Aligned with the Business Strategy		
4 Support/Enablement	Engage IT Personnel with Business Personnel to Develop and Deliver an IT Service Strategy that is Aligned with the Business Strategy		
SUB-TOTAL			
TOTAL SCORE			

Implement Initiatives to Improve Margin (Sales / Cost)

FOCUS ON INITIATIVES TO IMPROVE MARGIN / SALES / COST		Strategic	Efficient
CATEGORY	KEY PRACTICE	0	100
1 Business Services	Use and Buy IT Services to Improve Business Process Value		
2 Operational Support	Use and Buy IT Services to Improve Business Process Value		
3 Infrastructure	Use and Buy IT Services to Improve Business Process Value		
4 Support/Enablement	Use and Buy IT Services to Improve Business Process Value		
SUB-TOTAL			
TOTAL SCORE			

Leverage Technologies Strategically to Innovate Value

LEVERAGE TECHNOLOGY STRATEGICALLY TO INNOVATE VALUE		Strategic	Efficient
CATEGORY	KEY PRACTICE	0	100
1 Business Services	Use and Buy IT Services to Improve Business Process Value		
2 Operational Support	Use and Buy IT Services to Improve Business Process Value		
3 Infrastructure	Use and Buy IT Services to Improve Business Process Value		
4 Support/Enablement	Use and Buy IT Services to Improve Business Process Value		
SUB-TOTAL			
TOTAL SCORE			





## Strategic IT Organization Competencies and Skills Framework

