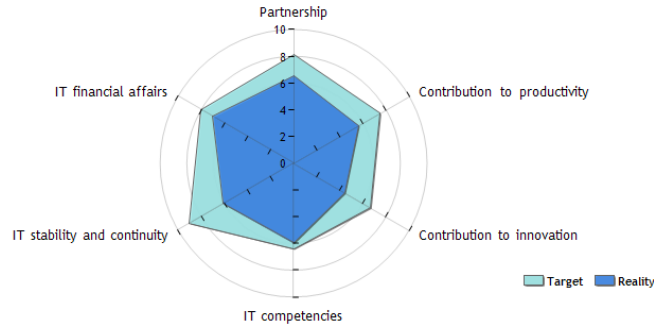


BusinessITScan More success with IT inc.

How IT is perceived by the user organization

Category	Reality	Target
Partnership	6.6	8.1
Supply	7	
Communication	6.5	
Cooperation	5.8	
Opinions in user organization		
Availability of business applications	7.9	
Clarity IT annual plan	2.5	
Score for cooperation with IT staff	7.6	
Retain		
Availability of business applications	7.9	
Partnership with IT staff	7.8	
Improve		
IT business process improvement plans	3.3	
Consultation on longer term IT topics	5.4	

Category	Reality	Target
Contribution to productivity	5.6	7.5
Primary processes	5.8	
Data quality	4.2	
Management information	6.9	
Information exchange	5.6	
Opinions in user organization		
Business applications suitable in our LOB	7.3	
Responsibilities master data is defined	4.8	
Score for management information	7.3	
Retain		
Frequency refresh of management information	10	
Limited data errors in source data	10	
Improve		
KPI's continuously clear for staff	1	
Training end users on business applications	2.1	

Category	Reality	Target
Contribution to innovation	4.4	6.7
Strategy	3.7	
Realization	4.6	
Value for money	10	
Opinions in user organization		
Importance innovation according to organization	6.7	
Innovation compared to competitors	4	
More productivity and innovation justify higher IT costs	10	
Retain		
Customer involvement in innovation	10	
Wi-Fi for guests	10	
Improve		
Social media policy internal use	1	
Vision on mobile devices	1	
Number of stakeholders in user organization	8	

How IT is perceived by the IT organization

Category	Reality	Target
IT competencies	6	6.4
IT strategy	3.6	
Project skills	6.8	
IT processes	7.4	
Information security and GDPR	5.6	
Quality assurance	7.9	
IT capacity	5.1	
Opinions in IT organization		
Clear relationship business - and IT strategy	1	
IT processes fully documented	3	
Documented information security policy	1	
Retain		
Project priority setting with board	10	
Business case before project start	10	
Improve		
Protocol for privacy sensitive information	1	
Architecture and make/buy scenarios	1	

Category	Reality	Target
IT stability and continuity	6.1	9
Incident history	4.8	
Incident prevention	6.2	
Characteristics IT landscape	7.2	
IT sourcing	6	
Opinions in IT organization		
Availability of business applications (self score)	8.6	
Stability business applications	10	
Quality external IT service providers	8	
Retain		
Monitoring on all layers IT landscape	10	
Emergency agreements with IT vendors	10	
Improve		
Online incidents status for users	1	
Standard solution times agreed	1	

Category	Reality	Target
IT financial affairs	7	8
IT cost management	6.4	
IT investment management	8.1	
Opinions in IT organization		
Monthly plan/actual reporting IT costs	10	
Business case evaluation after project	8.2	
Business perception of IT	1. Cost	
Retain		
Management involvement for business cases	10	
Improve		
Charge IT budget internally	1	
IT costs explained to management	1	
Number of stakeholders in IT organization	5	

When you have any questions about the dashboard, we are happy to be of service. You can contact us via below contact details.