

# HELPFUL FRAMEWORKS FOR ASSESSING THE HEALTH OF BUSINESS/TECHNOLOGY PARTNERSHIPS

FOLLOW UP TO 4.17 TTEC MEETING @ OPTUM

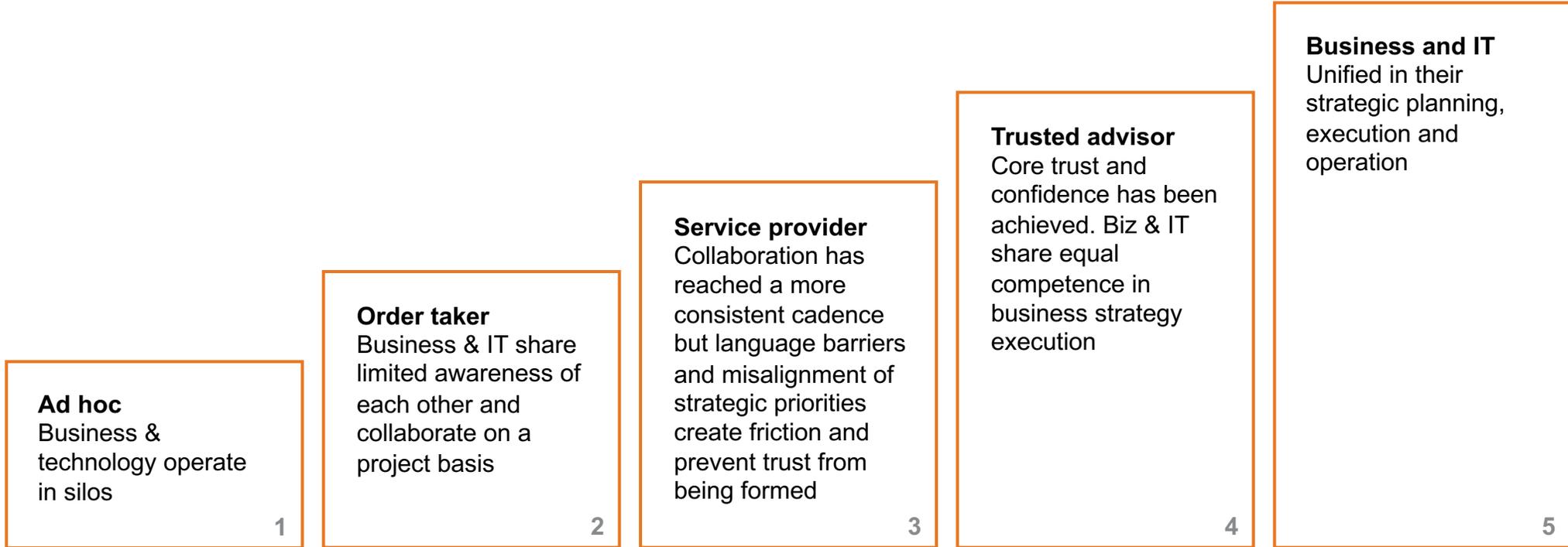
GOAL:

Why assess business/technology partnership health?

Evolve **business/technology alignment** by assessing current partnership and envisioning best operating practices for a technology organization, in order to **advance efficiency** and **demonstrate value**.

ASSESS:

Where is your organization on this continuum?



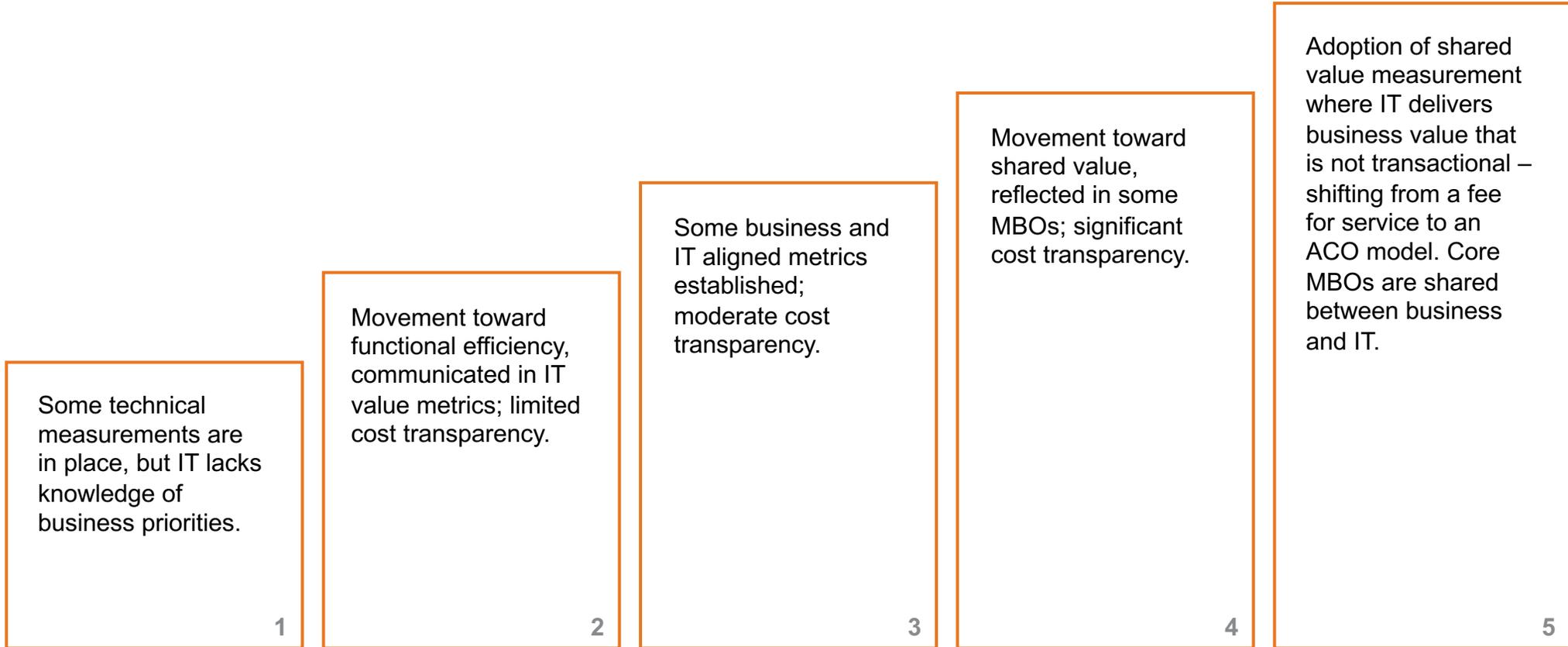
ASSESS:

# Communication: Where is your organization on this continuum?



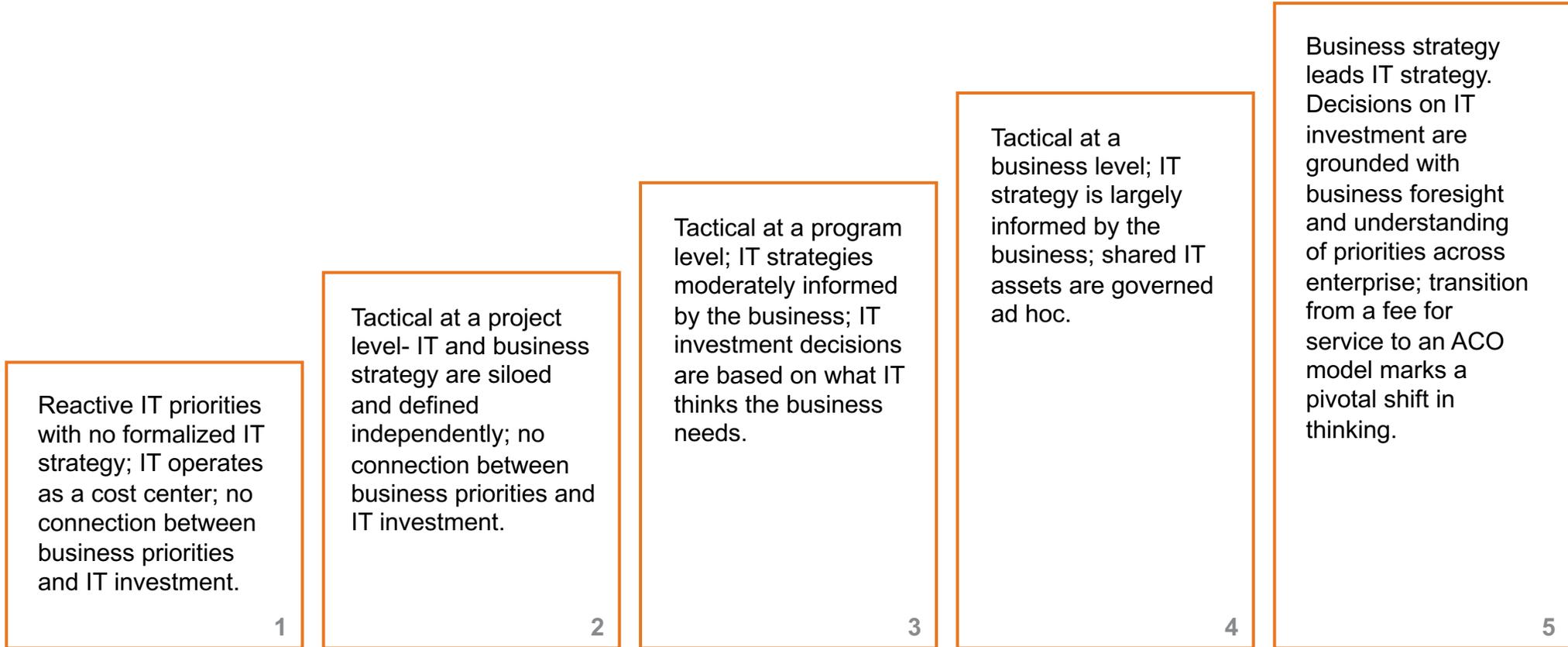
ASSESS:

# Value Measures: Where is your organization on this continuum?



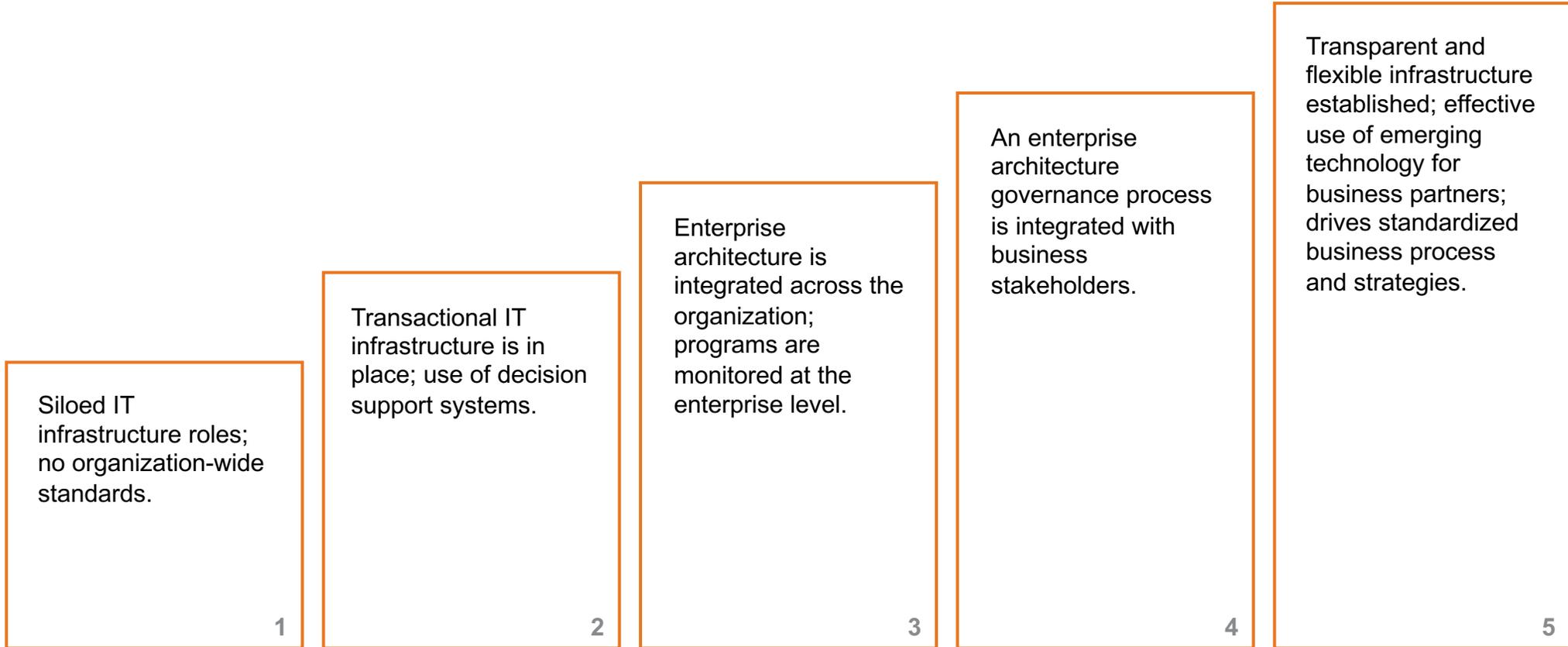
ASSESS:

# Governance: Where is your organization on this continuum?



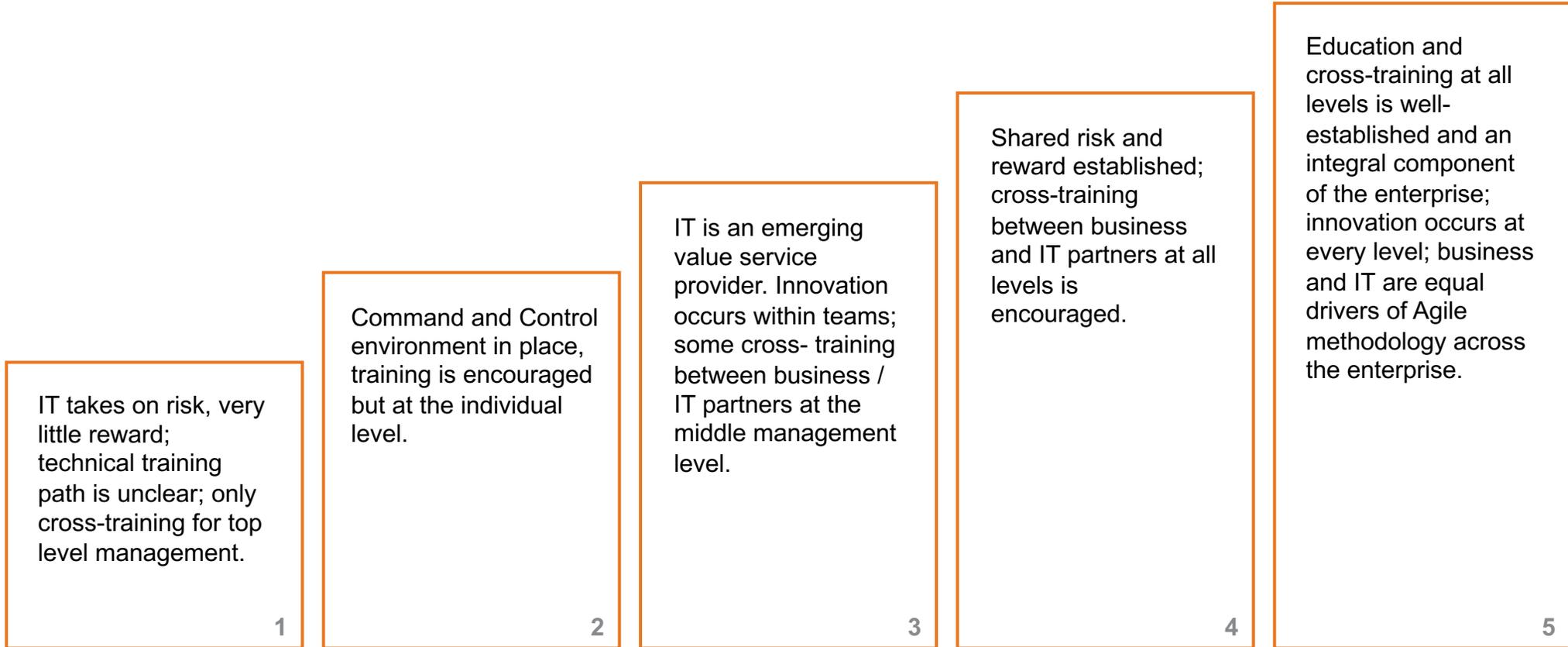
ASSESS:

# Scope & Architecture: Where is your organization on this continuum?



ASSESS:

# Skills & Training: Where is your organization on this continuum?



## TAKE ACTION:

Identify opportunities in each of these areas based on assessment

### Communication

- Example: Cultivate a business-first culture across IT. Earn IT a place at the table.

### Value Measures

- Example: Learn what level of cost transparency is expected by your business partner and work together to adopt practices and MBOs that will support it.

### Governance

- Example: Invest time in deeply understanding each business' unique priorities and their broader enterprise context. Use business knowledge to guide IT strategy and investments.

### Scope & Architecture

- Example: Provide higher levels of interoperability and modularization. Establish a model for making enterprise-wide technology decisions.

### Skills & Training

- Example: Invest in and grow cross-training programs between business and IT with linked MBOs and success measurements to drive shared risk and reward.

LEARN MORE:

## Resources referenced:

- <https://brm.institute/brm-metrics/>
- <https://www.cio.com/article/3040867/it-industry/what-do-we-mean-when-we-say-business-it-alignment.html>
- <https://pdfs.semanticscholar.org/7378/c79deebaf1a9179a4e5e13bf39d80fe2ba37.pdf>