Gartner IT Score for Infrastructure & Operations

Sample report excerpt
Meet Gartner IT Score for Infrastructure & Operations

Introduction to Gartner IT Score for Infrastructure & Operations

Functional leaders use Gartner IT Score for Infrastructure & Operations to measure the maturity of their function in key activities, prioritize areas of improvement and plot the function’s path to improvement. This is an excerpt from a full report, which provides detail on a wide range of functional activities. Gartner IT Score for Infrastructure & Operations covers 25 functional activities across 5 functional objectives.

Here’s how it works

1. **Measure the performance of the function in terms of:**
   - **Maturity.** We ask a series of yes/no questions about how your function approaches and executes each one of a range of key activities and objectives specific to your function.
   - **Importance.** We ask you to indicate how important each of those activities is for your function to meet its enterprise objectives.

2. **Prioritize.**
   - **See your maturity levels at a glance.** On a simple bar graph, we plot the maturity level of each activity and its importance — and you get your first glimpse of where maturity and importance aren’t aligned. For example, your function may be highly mature in activities that aren’t very important to driving business priorities or highly immature in activities that are.
   - **See your priorities in rank order,** based on those gaps between maturity and importance. Immediately you can see what should be your highest priorities for improvement if your function is to drive business goals effectively. You also see which activities need less attention.

3. **Improve.** We provide you with steps to take on your path to improvement in whatever activities the data shows to be the biggest significant opportunities for improvement.
   - **“A Pathway to Maturity”** lists action steps required to reach the next level in each specific activity.
   - **Recommended related resources** provide associated insights. In some cases, a Gartner advisor delivers the report and helps with prioritization and action planning.

Read on for more insights and recommendations you might receive on an individual activity. A complete report shows you the current status and improvement path for all activities and objectives in your function.
# How mature are your functional activities?

Gartner IT Score for Infrastructure & Operations benchmarks your self-assessment to provide you with a current maturity score by activity.

## Maturity

Measured on a scale ranging from 1 (Low) to 5 (High), maturity measures how advanced an organization's development is in a functional activity relative to Gartner’s best practice research. Maturity scores are refined with a (+) or (-) to indicate intermediate levels of maturity.

The set of activities as mapped here is subject to change.

**Source:** Gartner

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How do maturity and importance compare?

Gartner IT Score for Infrastructure & Operations plots your benchmarked maturity score against the importance you assign to that activity in terms of its criticality for your function to meet enterprise business objectives.

Select Findings

**Lowest Maturity**
- Build a Business Case
- Articulate Customer Needs

**Highest Importance**
- Manage I&O Finance and Budgeting
- Establish Service-Level Expectations

**Source:** Gartner
What are the high-priority areas for your function?

Gartner IT Score for Infrastructure & Operations rank-orders your improvement priorities, based on the gap between maturity and importance. The Activity Priority Index (API) identifies where the function is less mature in activities of greater importance. A higher API score indicates a greater priority to the organization.

The Activity Priority Index identifies where the function is less mature in activities of greater importance.

**Highest Priority**
- Build a Business Case
- Develop Workforce Strategy
- Automate Operations

**Lowest Priority**
- Design Strategic Sourcing Approach
- Monitor Infrastructure and Operations Performance
- Align I&O Metrics With Business Goals
High-priority area: Automate Operations

How the I&O automates service delivery.

Gartner IT Score for Infrastructure & Operations provides next steps for each individual activity, based on current and desired state.

Path to Maturity

Start doing the following to achieve the next level of maturity:

- Use automation to opportunistically automate repetitive tasks
- Orchestrate pockets of automation into service delivery

Current Level maturity averages your function's maturity across each activity. Next Level shows the goal with next steps. The benchmark (as available) provides a peer view.
Automate Operations

Sample recommended resources

Featured resources

Enabling “Infrastructure as Code”
Integrating automation and cloud capabilities with “Infrastructure as code” promises to improve speed and increase resiliency.

Infrastructure Agility for Automation and Continuous Delivery
Learn how to implement new methodologies and structures to reduce the burden of governance while increasing speed and quality.

Foundational practices

Ignition Guide to Automation Change
Address change management pain points common to automation adoption efforts.

3 Emerging Roles to Support Business-Led Automation
Examine three emerging roles — the Automation Navigator, Architect and Engineer — to support business-led automation.

Note: Some documents may not be available as part of your current Gartner subscription.

Learn how you can use Gartner IT Score for Infrastructure & Operations to evaluate your functional maturity and priorities.

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