Most critical priority

With the mission to deliver high-quality health services to over 1 million New Yorkers every year, NYC Health + Hospitals required Gartner’s support in scaling its data and analytics (D&A) program. The ultimate objective of the chief data officer (CDO) was to empower NYC Health + Hospitals’ diverse workforce with access to high-quality data that saves time and enables them to make smarter strategic decisions.

How Gartner helped

Gartner collaborated with NYC Health + Hospital’s CDO to address pain points of its workforce by:

- **Outlined and Defined the 3 key Personas** - Executive Sponsor, Data Citizen & Data Champion that are at the core of the organization.

- **Designed an operating model** that caters to each personas needs and built an organizational structure to best support the personas.

- **Leveraged the Gartner services portfolio toolkit** to align different service delivery providers to each of the personas.

- **Redefine technologies, capabilities and services required** and built an organizational structure to best support those.

- **Holistic approach to the D&A program** helped build capabilities and increment maturity in a progressive, systematic, and innovative manner.

Business impact

With Gartner’s support, NYC Health + Hospitals managed to:

- **Redefine business capabilities and services** needed and built an organization structure that caters to those needs.

- **Designed an operating model** that connected each customer group to unique services, tailored uniquely to cater to the needs of each of these groups.

- **Scaled the existing D&A programs** to address pain points and to enable access to high-quality data that helps make smarter strategic decisions.

- **Orchestrated procurement of required technologies** in a highly-expedited time frame and helped secure advantageous vendor contracting.
Gartner for IT delivers actionable, objective insight to executives and their team. Our expert guidance and tools enable faster smarter decisions and stronger performance on your most critical priorities.

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