IT Score for Midsize Enterprise CIOs
Sample report excerpt
Meet Gartner IT Score for Midsize Enterprise CIOs

Introduction to Gartner Score

Gartner Score enables organizations to improve functional performance by assessing their performance across a broad set of functional activities. The diagnostic measures two primary dimensions: maturity and importance. IT Score for CIOs covers 28 functional activities across 7 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 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
How do maturity and importance compare?

Gartner IT Score 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
- Measure IT Performance
- Prioritize IT Investments

Highest Importance
- Leverage Technology
- Optimize the IT Operating Model

Gartner IT Score comparison chart showing maturity and importance levels for various IT activities.

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

Gartner IT Score 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**
- Develop Strategy
- Leverage Technology
- Measure IT Performance

**Lowest Priority**
- Prepare and Manage IT Budgets
- Source Internal and External Talent
- Optimize the IT Operating Model and more activities

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High-priority area: Develop Strategy

How IT contributes to and develops strategy and associated strategic plans to achieve long-term objectives

Gartner IT Score 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:

- Redefine strategy based on market feedback and execution results.

Level 1

- The IT organization does not have a documented IT strategy.

Level 2

- Document IT initiative investments that reflect business demand.
- Align IT planning to business fiscal planning.

Level 3

- Produce an IT strategic plan derived from enterprise strategy.
- Focus the IT strategic plan on business value contribution.

Level 4

- CIO pushes enterprise strategy towards innovation.

Level 5

- Design digital business models focused on growth.

Redefine strategy based on market feedback and execution results.

Source: Gartner

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Develop Strategy

Note: This is an example — each activity has a Path to Maturity slide

Featured resources

Leadership Vision for 2022: Midsize Enterprise CIO
This presentation is designed to help MSE CIOs plan for the next 12 to 18 months and present the plan to teams and senior management.

Three Critical Considerations to Achieve Strategic Midsize Enterprise IT
Midsize enterprise CIOs must use their inherent advantages to guide the discussion and enable their business’s success in the technology age.

The Art of Creating a One-Page Strategy
Executive leaders, including CIOs, must use storytelling techniques to gain buy-in to the capabilities that comprise enterprise strategy.

Foundational practices

Ignition Guide to Strategic Planning for IT
Use this guide to establish strategic objectives for IT, prioritize action steps, build a strategic plan document and communicate strategy.

Midsize Enterprise IT Leadership Primer for 2022
This research provides insight into the trends, opportunities and challenges that must be addressed in 2022 to lead to effective execution.

A CIO’s Guide to Better Storytelling and Presentations
This research presents a practical approach to storytelling and presenting to help CIOs become more persuasive communicators.

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