Gartner IT Infrastructure & Operations Score
Sample report
Meet Gartner IT Infrastructure & Operations Score

Introduction to Gartner IT Infrastructure & Operations Score

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Value</th>
<th>Maturity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluate, Plan and Design</td>
<td>2</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Measure and Optimize</td>
<td>2+</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Transition and Operate IT Services</td>
<td>2+</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Plan and Manage I&amp;O Talent</td>
<td>2+</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Manage the Function of I&amp;O</td>
<td>3</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Articulate Customer Needs</td>
<td>2-</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Measure Staff Performance and Requirements</td>
<td>2</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Transition Services</td>
<td>3-</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Develop Workforce Strategy</td>
<td>3-</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Develop I&amp;O Strategy</td>
<td>3+</td>
<td>High Maturity</td>
</tr>
<tr>
<td>Rationalize New Requests</td>
<td>2</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Monitor Infrastructure and Operations Performance</td>
<td>2+</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Support IT Services</td>
<td>3+</td>
<td>High Maturity</td>
</tr>
<tr>
<td>Attract and Hire Talent</td>
<td>3-</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Design Strategic Sourcing Approach</td>
<td>3+</td>
<td>High Maturity</td>
</tr>
<tr>
<td>Establish Service Level Expectations</td>
<td>3</td>
<td>High Maturity</td>
</tr>
<tr>
<td>Align I&amp;O Metrics With Business Goals</td>
<td>2-</td>
<td>Low Maturity</td>
</tr>
<tr>
<td>Ensure Future Service Availability</td>
<td>2</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Develop Employee Skills and Competencies</td>
<td>3</td>
<td>High Maturity</td>
</tr>
<tr>
<td>Design and Evolve Organizational Models</td>
<td>2</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Build A Business Case</td>
<td>2+</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Optimize IT Service Management (ITSM) Processes</td>
<td>2+</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Provide Service Governance</td>
<td>2</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Manage Employee Performance</td>
<td>2</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Manage I&amp;O Finance and Budgeting</td>
<td>3+</td>
<td>High Maturity</td>
</tr>
<tr>
<td>Design Solution Specifications</td>
<td>2</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Automate Operations</td>
<td>2+</td>
<td>High Maturity</td>
</tr>
<tr>
<td>Build Effective Teams and Culture</td>
<td>2+</td>
<td>Medium Maturity</td>
</tr>
<tr>
<td>Embed Security Into Solution Delivery</td>
<td>3+</td>
<td>High Maturity</td>
</tr>
<tr>
<td>Manage Talent Retention and Career Growth</td>
<td>2+</td>
<td>Medium Maturity</td>
</tr>
</tbody>
</table>

**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 Infrastructure & Operations 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.

**Legend**

- **Lowest Maturity**
  - Articulate Customer Needs
  - Manage Employee Performance

- **Highest Importance**
  - Design and Evolve Organizational Models
  - Provide Service Governance

- **Select Findings**

  - Maturity = 2
    - Important
  - Maturity = 2+
    - Important

  - Maturity = 2+
    - Important
  - Maturity = 2+
    - Important
  - Maturity = 3
    - Important

- **Source:** Gartner

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What are the high-priority areas for your function?

Gartner IT Infrastructure & Operations 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
- Provide Service Governance
- Monitor Infrastructure and Operations Performance
- Design Solution Specifications and more activities

### Lowest Priority
- Manage I&O Finance and Budgeting
- Develop I&O Strategy
- Design Strategic Sourcing Approach
High-priority area: Provide Service Governance

How I&O governs IT services to ensure they can continue to meet existing service expectations and evolving needs.

Gartner IT Infrastructure & Operations 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:

- Define service levels at the application level.
- Benchmark KPIs versus industry averages.

Overall functional maturity averages your function’s maturity across every activity.

Source: Gartner

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Provide Service Governance

Sample recommended resources

Featured resources

Design and Deploy ITSM Key Performance Indicators and Metrics That Support Business Services
This research help I&O leaders design and deploy high quality ITSM KPIs that communicate the value they provide in supporting business services.

How to Establish I&O Metrics That Matter to Business Leaders
I&O leaders who want to demonstrate how I&O contributes to business value must create metrics that map to business leaders’ priorities.

Toolkit: How to Build Your I&O Business Value Map
I&O leaders who need to communicate the business value provided by their organizations should build an I&O Business Value Map.

Foundational practices

Get the Investment I&O Needs and Projects Funded
Infrastructure and operations leaders must take a more strategic approach to proposing and justifying I&O spending to gain support for new projects.

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

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