



**IT'S TEAMWORK**

Nominated for

**COMPUTABLE  
AWARDS 2019**

# THE SIX IT SUCCESS FACTORS

BUSINESS INNOVATION  
WITH IT  
AS A PARTNER



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## Mind the digital gap

People travelling in the London metro are warned frequently: 'Mind the gap'. A kind warning for physical danger. As a matter of fact, it's about time for a new sign: 'Mind the digital gap'. A warning for digital danger. Or better: an announcement for digital opportunities.

Many speakers and authors elaborate about digital dangers. GDPR-this, digital-threats-that, crypto-currency-don't. But let's have a look at these developments positively. No threats, but opportunities for transformation!

So: especially for people who like to take opportunities:  
the six IT Success Factors for digital transformation.



## Business innovation with IT as a partner

Leaders and specialists are frequently involved in realizing or initiating innovations.

In many situations they cooperate closely with colleagues of various departments, for projects around for example improving productivity, innovation and information security.

To ensure smooth cooperation, organisations benefit from using a commonly adopted framework.

The six IT Success Factors offer an integrated framework containing all themes to measure and improve business and IT, in a coherent manner.

Independent, as a service, multi language.

# BUSINESS AND IT, RAISE THE BAR TO GROW TOGETHER

On one hand the business can demand high level services from the IT department: the bar can be raised constantly. On the other hand, the IT leaders can be critical in a constructive manner to their colleagues in business.

This enables growth.

IT leaders may be critical to their colleagues in business

And vice versa

Below article explains the six IT success factors that create the foundation for successful cooperation on (technological) innovation of organisations.

## Six IT Success Factors for digital transformation

What business expects:

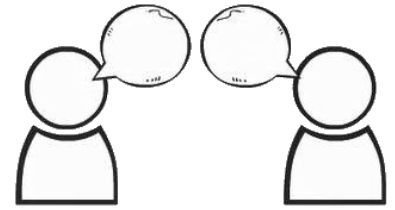
1. Partnership: think from the customer's perspective
2. Productivity: raise the bar!
3. Innovation: TINIP

What IT offers:

4. Competences: less focus on iron, more focus on business
5. Stability and continuity: conditional for success
6. IT financial affairs: value creation

IT SUCCESS FACTOR 1:

# PARTNERSHIP



Productivity and innovation of organisations can be improved when financials, users, management and internal and external IT suppliers closely cooperate as critical partners. When users – or their representatives – cooperate smoothly via a process of business IT alignment, the IT department can facilitate process innovations rapidly.

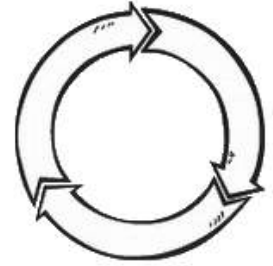
Partnership can both be sensed and measured: the net promoter score shows the – top of mind – IT satisfaction with information technology. Measure and discuss the mutual satisfaction periodically with the business and cooperate to realise improvements.

At the same time: challenge IT staff to think from the user's perspective, for example: 'What would you think if you couldn't finish your tasks on time as a result of slow business applications?'



IT SUCCESS FACTOR 2:

# CONTRIBUTION TO PRODUCTIVITY



Information technology can contribute enormously to an organisation's productivity, if business applications support the primary processes properly. Productivity increases when information is registered as efficient as possible, in as few as possible business applications, and on suitable devices.

The IT department can monitor the data quality: is information registered timely, correctly and completely? At the same time that is the cornerstone for good management information, possibly combined with big data.

A good IT department oversees information flows in the chain, and is able to explain to the business which value add they can deliver to users and partners in the information chain. Make an inventory of information exchanged with partners, and identify if this can be executed more efficiently.



IT SUCCESS FACTOR 3:

# CONTRIBUTION TO INNOVATION

IT departments can also deliver a strong contribution to innovating an organisation. This can be small or large steps. IT leaders should decide consciously about their role for each situation: act as an initiator of innovation, or leave this role to the business managers. When IT satisfaction is scoring low, in a majority of the cases it is smart to take out the causes. When this has been restored, IT can act as a partner for 'business innovation'.

An innovative IT department can be recognized by it's ability to realize changes in business applications flexibly and rapidly, as a result of good IT competences and a solid IT architecture. This will make the business aware of the value add of IT and the IT department.

And let's be clear about innovation: This Is No IT Project!

IT SUCCESS FACTOR 4:

# IT COMPETENCES



## IT competences go far beyond technical know how

To make an organisation more successful with IT, the IT department and the external IT suppliers need to have excellent IT competences. In this context we see IT competences much wider than just technical know how.

Innovative IT departments have an up to date IT strategy, can work successfully with other departments, and have an excellent information security conforming to ISO 27002/2013. Also when IT services are (partly) outsourced, the proper IT competences have to be on board. In all organisations, this requires the proper domain matter expertise and interpersonal skills.

## Being able to work in projects is key for all parties involved

Many organisational and technical innovations are realized in projects, involving various departments.

Therefore it is key all departments / parties involved have to be focussed and skilled in realizing projects.

IT SUCCESS FACTOR 5:

# STABILITY AND CONTINUITY



To carry out their primary processes, many organisations are highly dependent on IT; they have a high IT impact. For that reason business applications and IT infrastructure should be stable and continuously available.

Basic tasks, such as delivery of user equipment and internal relocations should be performed swiftly, business applications should perform above minimal levels set. In addition, because technology develops fast, it is important to involve knowhow of external parties.

Some organisations are not aware of causing their own problems, as a result of managing IT based on a – financially probably logical – financial KPI. For example by deciding that IT may cost x percent of their turnover.

A decreasing turnover could cause a shrinkage in the IT budget, which overtime could cause an aged and malfunctioning IT landscape. This can only be mitigated by the proper technical short term measures, leadership and a proper IT roadmap with solid financial justification.





IT SUCCESS FACTOR 6:

# IT FINANCIAL AFFAIRS



IT can be seen as cost, or as an enabler in your organisation. An enabler to work efficiently and effectively.

In any case, it is necessary to manage IT costs and IT investments predictably and professionally. In addition to good performance in all previous IT success factors, this strengthens the control and the image of IT in your organisation.

It is important to manage IT not only based on financials standards. Make a distinction between costs and investments for 'running the business' and 'changing the business'. The IT budget will then be regarded more as a 'business budget', which will decrease financial discussions.

By estimate 75% of IT leaders report to a financial leader. These financials are focussed on creating value. When IT leaders and financials cooperate closely on IT-plan/actuals, capex/opex en IT-subsidies, a golden duo will increase the added value of IT in your organisation.

## These organizations improved their six IT success factors with us



van der Linden  
Transport - Opslag - Overslag



NEDMAG



TOPAZ



Low & Bonar

"The six IT success factors in the BusinessITScan® gave complete and supplementary 360-degree insight into the IT satisfaction and the collaboration between Business and IT in EMEA. As a result, our vision, strategy and approach set in 2018, "IT is more than technology" has further been strengthened!"

- Edwin Idema - IT-Director EMEA of Asics

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"With 38 colleagues of our stores and various departments of our central organization, we used the BusinessITScan®. The realtime dashboard and report with recommendations provided us with clear insights in the IT satisfaction and the points for improvement, within a very short timeframe."

- Jeroen van den Bruele - IT-Manager of Shoebly

"The BusinessITScan® gave us clear strategic directions and practical feedback from our colleagues. As a result, we have implemented various improvements in the meanwhile." - Aart Vollenhoven - CFO of Nedmag

"With the BusinessITScan® we collected easy and direct insights in topics considered relevant by 'the business' and the IT department. The results were quick and easy to link back so that, among other things, the IT strategy definition process proceeded more easily and with more buy-in."

- Bart-Jan van Beckhoven - Group IT Director of Low and Bonar

## The ideal framework for a business centric and measurable IT strategy!

## New opportunities and business models

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Digital transformation creates new opportunities and business models. That's inspiring and innovative. So let's replace lists of warnings with lists of encouragements and opportunities. Let's use these opportunities for transformation!

In other words: it's about time for a new sign with a positive attraction: 'Enjoy the transformation'!



**More information? Curious about your scores on the six IT success factors?**

Read more, or do the free self-assessment or full scan on

[WWW.BUSINESSITSCAN.COM](http://WWW.BUSINESSITSCAN.COM)