**MAP IT STRATEGIES TO ROOT CAUSES OF IT PROBLEMS and IT GOALS**

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| **YOUR**  EVALUATIONS:  THE CLIENT’S  PERSPECTIVE: | FOR EACH IT STRATEGY BELOW, EVALUATE AND DESCRIBE:  1. Whether any characteristics of your IT strategy will help fix any of the root causes of their IT problem; and if so, how. | | | |
| Root causes of their IT problem | 1. Service- oriented Enterprise and IT Architecture | 2. External Sourcing | 3. IT Governance | 4. ITSM |
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| 1. IT infrastructure at end of life (full capacity) |  |  |  |  |
| Goals? | Goals? | Goals? | Goals? |
| 2. 30% of core business software (to be kept in-house) is legacy code and cannot be extended, but functions must be kept in-house |  |  |  |  |
| Goals? | Goals? | Goals? | Goals? |
| 3. IT infrastructure investment not aligned with corporate strategy  & IT service management slow, inaccurate, unreliable |  |  |  |  |
| Goals? | Goals? | Goals? | Goals? |
| RISKS OF STRATEGY? |  |  |  |  |
| RISK MITIGATION |  |  |  |  |

IT GOALS

1. To increase their return on investment (ROI) in their IT infrastructure (by reducing TCO)
2. To provide flexibility for future developments
3. To ensure IT investment delivers strategic value to the business efficiently and reliably