

Evaluation: Your IT-Business Preparedness

As this [Deloitte Consulting survey](#) indicates, business today is being strongly influenced by these key complexity forces:

- Globalization
- Rising customer expectations
- Faster pace of transactions
- Increasing demand for collaboration
- Calls for sustainability

If even one of these forces is having a significant impact on your current or future business, then a solid information technology (IT) strategy that is aligned with the business will be critical for continued success.

The following form will help you to evaluate how well you understand the role that information technology plays in enabling your business to proactively and effectively address the forces of complexity.

		YES	NO
G L O B A L I Z A T I O N	We export goods and/or need to service clients outside of our country.	5	0
	We are increasingly competing with international and overseas competitors.	5	0
	Our competitors are selling/shipping their products and services globally.	5	0
	We have/will have offices in multiple countries.	5	0
	We rely on a global supply chain.	3	0
	Our technology platforms (e.g. ERP, CRM, BI, MRP, web, intranet, collaboration, etc.) adequately support an international workforce and/or customer base.	1	5
	We understand the technologies and IT platforms that are available to support a global workforce, supply chain and customer base.	0	3
E X P E C T A T I O N	We understand and have security measures in place to protect our global/international IT systems, platforms and devices.	0	5
	We regularly receive requests from potential customers overseas.	5	0
E X P E C T A T I O N	We are currently able to fulfill international and overseas orders.	0	4
	Customers complain that it is too difficult to do business with us.	5	0
	We are able to fulfill international and overseas orders, but cannot do so cost-effectively.	4	0
	Our customers provide us with their personal and/or financial data, and they trust that data will be protected and secure with us.	5	0
	We have a robust IT security in place to protect our customer and business data.	0	5



O N S	We backup our backups daily.	0	5
	Our customers provide us with their personal and/or financial data, and they trust that data will be protected and secure with us.	5	0
P A C E	Our customers and prospective customers expect to be able to do business with us 24/7/364.	5	0
	We have the IT infrastructure in place to support a 24/7/364 call center/customer care operation.	0	3
	We are able to service customers in all time zones.	0	4
	We are able to service customers in some time zones which are most important to our current business.	2	5
	We have trouble keeping up with the volume of orders we receive.	5	0
C O L L A B O R A T I O N	Our workforce is dispersed over multiple locations.	5	0
	Our workforce is increasingly demanding the ability to collaborate using technology.	4	0
	Our IT department is receiving more and more requests for collaboration tools.	3	0
	If our workforce had more collaboration tools in place, we would be a more efficient organization.	4	0
	We have numerous collaboration projects and initiatives underway but these tend to be distinct within lines of business or individual departments.	5	0
	We have a collaboration mandate but can't seem to get enough agreement to get a collaboration project off the ground.	4	0
	We have sufficient expertise and resources on staff to handle the need for collaboration projects in house.	0	5
	We have a central collaboration tool in place but it's getting out of control.	4	0
	We have a collaboration governance plan and a collaboration governance committee in place.	0	5
	We have an information management policy document and a person or committee in charge of managing it.	0	4
S U S T A I N	We have both IT security and data backup in place to support our collaboration environment.	0	5
	We understand the environmental impact/carbon footprint of our IT infrastructure.	0	3
	We are unhappy with the environmental impact/carbon impact of our IT infrastructure.	3	0
	We have a corporate sustainability mandate but are uncertain about how to implement that in our IT infrastructure.	4	0
	We want to reduce our power consumption as an organization.	5	0
	We are already taking steps to reduce the power consumption of our IT infrastructure.	0	2
	We have a corporate certification in IT sustainability.	0	3
We have a policy and we enforce it around reducing end-user	0	4	

A	power consumption (PCs, printing and consumables)		
B	We have the IT infrastructure in place ó and we encourage/support ó	0	4
I	teleworking, video conferencing and other such activities that help		
L	to reduce our carbon footprint as an organization.		
I	We have ó and we enforce ó policies around reducing power	0	4
T	consumption in our data center(s).		
Y	We are constantly looking for ways to reduce our carbon footprint	0	5
	through virtualization our server infrastructure, optimizing storage,		
	implementing high-efficiency power systems in our data centers,		
	and moving more applications and services to the Cloud.		
	We have a program in place that empowers our IT department to	0	5
	come up with innovative new means to reduce our power		
	consumption, greenhouse gas emissions and carbon footprint.		

The higher your score, the more critical your need for a robust IT strategy that is aligned with your business pressures and goals.

Within each section, a score of 6 or higher indicates an opportunity or need for IT strategy that should not be ignored.