

Beyond Business/IT Alignment: Taking the Next Step Toward Continuous Performance Improvement

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Realizing the Value from IT: Addressing the right questions

- **Step 1 – “Are we doing the right things?”**
 - Do we have programs, defined roles, and accountabilities associated with the implementation of the IT Strategic/Master Plan?
- **Step 2 – “Are we doing them the right way?”**
 - Have we adopted best practices from standard, proven approaches, and do we have the skills to properly execute the required methodologies?
- **Step 3 – “Are we getting them done well?”**
 - What measures do we have to monitor and report on progress, and what process do we have for taking results and implementing improvements?
- **Step 4 – “Are we getting the benefits?”**
 - In the final analysis, are the overall utility performance measures we expected to improve heading in the right direction, and what process do we have in place to identify and take mid course corrections?



Panel: How will this stuff help me today?

- When did you make the transition in your own management strategy from IT as a separate operation to an integrated function within the business improvement process?
- What caused you to realize that IT could be much more than the keepers of the utility's computer hardware and software?
- What is the CIO/GM relationship? How engaged is the CIO in strategic decisions? Challenges? Successes?
- How do you make IT Imperative to the Business?

How do I realize these savings and improvements?

- What does it take to improve performance and/or cost savings with IT-enabled enhancements to data management and business processes?
- How do you get more value from your existing IT investments?
- What is the difference between an IT project and a Business project?
- What key perspectives or steps helped you realize targeted benefits from data management and business process enhancements?
- How did you move from concept to reality? What gets people excited and builds support? How can a business analysts help?
- How do you effectively and efficiently measure success? How do you validate the assumptions that went into an IT investment business case?

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Thank You!

