CIO Business Vision

Stakeholder management is the most important thing you need to do as a CIO, and the most difficult.

Formally and consistently collect insights from your key business stakeholders so you know the direction IT should be moving in, and how you can enable the business to achieve their goals.

Stop flying blind.

- Joel McLean, Founder

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Problem

The biggest challenge with managing stakeholders is that it is done with opinions, not facts.

Risk

This means that business unit leader satisfaction with IT service areas isn't well understood so IT can fail to meet business needs. It also means that resources aren't deployed effectively, and time and money is wasted because IT isn't working on the right things

Root Cause

At the heart of this problem is ineffective ways of collecting quality feedback from business unit leaders. There just isn't a good way to do this without spending big dollars on custom consulting or dedicating time and resources you likely don't have to building it in-house.

Solution

Formalize the feedback you get from business unit leaders, get deep insight into which core services they are satisfied or not satisfied with and why, prove when a lack of IT resources is negatively impacting the business, which changes the conversation from "IT needs…' to 'the business needs….'
And understand which stakeholders need what kind of support from IT so you can keep them satisfied.

Additional Information:

ITeffectivity LLC was founded in 2013 with the mission of bringing order to the ever-changing world of the IT leader. Since then we have partnered with Infor-Tech to bring you the best research content and IT practices the industry has to offer. Interested in learning how we might assist you? Please email mary.patry@iteffectivity.com or call 480.393.0722 to explore the possibilities.

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