

**Info-Tech Research Group Inc.**

**G-Cloud 14 IT Membership Services Descriptions**

## SUBSCRIPTION TYPES

Membership Features	CIO Counselor Membership	AI & Digital Transformation Counselor Membership***	Executive Counselor Membership	Technical Counselor Membership	CFO Technology Counselor Membership	Counselor Membership	Advisory Membership	Team Membership	Reference Membership
<b>SERVICE DELIVERY</b>									
Dedicated Executive Counselor	✓	✓	✓	✓	✓	✓			
Onsite or Virtual Counselor Working Sessions	4/year	4/year	2/year	2/year	1/year				
Custom Key Initiative Plan	✓	✓	✓	✓	✓	✓	✓		
<b>ADVISORY SERVICES</b>									
IT Cost Analysis & Optimization	✓**				IT Cost Analysis & Optimization or IT Spend & Staffing Benchmarking				
IT Spend & Staffing Benchmarking – Online*	✓**		✓						
Expanded Industry Advisory Access	✓	✓	✓	✓	✓				
Concierge Services	✓	✓	✓	✓					
Software Selection as a Service	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	1/year		
Contract Review Service	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited			
IT Vendor Price Benchmarking	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited			
IT Vendor Negotiations Assistance	4	4	3	3	3	2			
Analyst Calls	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited		
Info-Tech LIVE Conference Ticket	2 Tickets	2 Tickets	1 Ticket	1 Ticket	1 Ticket	1 Ticket	1 Ticket		
<b>RESEARCH CONTENT</b>									
Industry Research	✓	✓	✓	✓	✓				
Technology Project Research	✓	✓	✓	✓	✓	✓	✓	✓	✓
IT Process Research	✓	✓	✓	✓	✓	✓	✓	✓	✓
People & Leadership Research	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tools & Templates Library	✓	✓	✓	✓	✓	✓	✓	✓	✓
Software Selection Content	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>DIGITAL EXPERIENCES</b>									
Info-Tech Academy Training Platform	✓	✓	✓	✓	✓	✓	✓	✓	✓
Leadership Development Program	✓	✓	✓	✓	✓	✓	✓	✓	
IT Diagnostic Programs	✓	✓	✓	✓	✓	✓	✓		
IT Metrics Dashboard	✓	✓	✓	✓	✓	✓	✓		
Industry Roundtable – Virtual	✓	✓	✓	✓		✓	✓		
360 Feedback Tool	✓	✓	✓	✓					

\* Standard offering included covers commercial organizations with revenues under \$1 billion or public institutions with budgets under \$1 billion.

\*\* These offerings can be substituted individually for 1 standard workshop each OR together for 1 enterprise workshop.

SERVICE DELIVERY	
Dedicated Executive Counselor	Members receive personalized and confidential one-on-one support from a seasoned IT executive to achieve their personal/organizational goals, grow as a leader, and prepare for the next chapter of their career.
Onsite Counselor Visits	The Executive Counselor will travel to the member's location throughout the year to spend the day working through the member's agenda. The Counselor will address the member's top personal and organizational challenges, presenting relevant research and conducting working sessions.
Executive Advisor	Executive Advisors provide quarterly strategy planning support calls to members to help curate membership content and ensure they succeed on their initiatives.
Custom Key Initiative Plan	A fully customized plan of the member's top three to five initiatives mapped to all relevant Info-Tech content and experiences to assist with execution and ensure success.
ADVISORY SERVICES	
IT Cost Analysis & Optimization or Onsite Workshop	The IT Spend & Staffing Benchmarking report is used to further investigate potential areas of spend and staffing optimization and form a roadmap to optimize IT spend and staffing within the organization. Option to substitute for a standard onsite workshop.
IT Spend & Staffing Benchmarking – Online	Info-Tech experts accurately map the member's IT spend and staffing and benchmark against industry peers to build a comprehensive report detailing IT spend and staffing along four perspectives: Expense, Service, Business, and Innovation. Option to substitute for a standard online workshop.
Industry Advisory Access	Unlimited phone access to our team of industry experts to guide the member through our industry research and provide insights into the specific trends and challenges of our members' industries.
Concierge Services	A powerful set of over 20 high-impact single-day consulting engagements designed to be delivered online or onsite.
Software Selection as a Service	Five advisory calls over a five-week period to accelerate and improve the member's software selection process.
Contract Review Service	Access to our IT contract experts, who will conduct a business review of the Terms & Conditions and provide a comprehensive written summary of feedback.
IT Vendor Price Benchmarking	Access to our IT Vendor Price Benchmarking experts who will conduct a business review of the pricing and provide feedback on market competitiveness of your deal
IT Vendor Negotiation Assistance	Access to our IT pricing experts and exclusive negotiation intelligence to achieve best in circumstance deals on \$1M+ contract value covering 40+ major IT Vendors.
Analyst Calls	Unlimited phone access to our team of subject matter experts to guide the member through their most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insights.
Info-Tech LIVE Conference Ticket	Access to Info-Tech's premier conference experience with insightful keynotes, practical breakout sessions, and one-on-one analyst experiences.
RESEARCH CONTENT	
Industry Research & Benchmarking	In-depth industry-specific research content that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.
Technology Project Research	Over 700 do-it-yourself project blueprints to help our members save time and money when executing their most critical IT initiatives.
IT Process Research	A comprehensive and connected set of 45 project methodologies and best practices for improving and optimizing core IT processes.
People & Leadership Research	Strategies on how to lead teams effectively and resources proven to help you become a better manager.
Tools & Templates Library	Members save time creating critical IT documents and project deliverables with our massive, ready-to-deploy library of over 1,000 tools and templates.
Software Selection Content	SoftwareReviews provides vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.
DIGITAL EXPERIENCES	
Info-Tech Academy Training Platform	An online learning management platform with 100+ hours of video content, 50+ quizzes, and 9 certification programs.
Leadership Development Program	An online or in-person leadership program focused on improving decision making and people-management skills for high-potential staff.
IT Diagnostic & Benchmarking Programs	Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.
IT Metrics Dashboard	An online portal for collaboratively collecting, managing, and communicating success on key IT metrics and projects.
Industry Roundtable – Virtual	Access to regular virtual industry roundtable discussions and peer networking to explore common challenges, share best practices, and help shape our industry research agenda.
360 Feedback Tool	An easy-to-use, customizable employee feedback tool to give IT leaders a multifaceted evaluation across their key competencies.

## CIO COUNSELOR MEMBERSHIP

The CIO Counselor Membership is our premier membership designed to help CIOs deliver results and improve their effectiveness as a leader. It includes all available content and access to services at Info-Tech.

We collaborate with clients through our Counselor Services to gain consensus on their priorities and develop and execute personalized plans for success. Leveraging Info-Tech's research and best practices, we provide consultative advisory services and executive coaching.

Info-Tech Research Group's CIO Counselor membership provides privileged access to an executive partner ("Counselor") who has deep domain knowledge and focuses 100% of their time on ensuring client value throughout the term of the subscription. Your Counselor will schedule monthly advisory sessions and be available on demand when you and your delegate need advice and counsel. Four one-day onsite strategy meetings are included. Typically, these full-day sessions are delivered on a quarterly basis.

### CIO COUNSELOR MEMBERSHIP

The CIO Counselor is our premier membership designed to help CIOs in larger, complex organizations deliver results and improve their effectiveness as a leader. It includes all available content and services and is the best way to experience Info-Tech.

#### Service Delivery

##### Dedicated Executive Counselor

Members receive personalized and confidential one-on-one support from a seasoned IT executive to achieve their personal/organizational goals, grow as a leader, and prepare for the next chapter of their career.

**Also Includes:**

- 4 Onsite/Virtual Counselor Visits
- Custom Key Initiative Plan
- Designated Account Manager

#### Research Content

##### Project Blueprints

Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

##### Tools & Templates Library

Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

##### Software Selection Content

SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.

##### Premium Industry Content

In-depth, industry-specific research content that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.

**Also Includes:**

- People & Leadership Research

#### Advisory Services

##### IT Spend & Staffing Benchmarking – Online

Info-Tech experts accurately map and benchmark your IT spend and staffing against industry peers, to build a comprehensive report detailing IT spend and staffing along four perspectives: Expense, Service, Business, and Innovation.

##### IT Cost Analysis & Optimization

Leverage the IT Spend & Staffing Benchmarking report to identify IT cost optimization initiatives and build an IT cost optimization strategy and a 12-month roadmap. Pre-requisite service: IT Spend & Staffing Benchmarking. Option to substitute for a standard workshop.

##### Unlimited Analyst Calls

Unlimited phone access to our team of subject matter experts to guide you through your most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

##### Industry Research & Advisory

In-depth, industry-specific research content and advisory service that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.

##### IT Vendor Price Benchmarking & Negotiation Assistance

Access to our IT pricing experts and exclusive negotiation intelligence to achieve best in circumstance deals on \$1M+ contract value covering 40+ major IT Vendors. IT Vendor Negotiation Assistance for up to 4 contracts included with membership.

**Also Includes:**

- Concierge Services
- Contract Review Service
- Software Selection as a Service
- Two Info-Tech LIVE Tickets


#### Digital Experiences

##### IT Diagnostic Programs


Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.

**Also Includes:**


- Info-Tech Academy Training Platform
- IT Metrics Dashboard
- Leadership Development Program
- 360-Degree Feedback Tool




Sample Key Initiative Plan




Sample Template




Sample Data Quadrant Report



Sample Industry Content



Sample Diagnostic Report



Sample Video Content



## AI & DIGITAL TRANSFORMATION COUNSELOR MEMBERSHIP

The AI & Digital Transformation Counselor Membership is designed to help Senior Business & IT Leaders deliver results on complex AI and digital transformation initiatives and improve their effectiveness as a transformational leader. With a focus on AI and Digital Transformations, this is one of the most effective ways to partner with Info-Tech to drive transformational change through the organization.

AIDT Counselors provide one-on-one guidance, insights and advice to business and technology leaders seeking steady progress against their transformation objectives and their leadership development goals.

AIDT Counselors can assist members in:

- Crafting an ambitious and executive team-aligned aspiration
- Developing a value-driven roadmap to achieve their goals
- Advising how to manage the transformation & address challenges along the way
- Conducting an annual retrospective & lookahead for next year
- Building individual & team capabilities to sustain transformational change

Our service delivers three key benefits to our members:

- A clear perspective on how to create sustainable value through the implementation of AI & Digital capabilities
- Guidance for each stage of the transformation journey to proactively address pitfalls
- Problem solving support to tackle AI & Digital transformation topics

### AI & DIGITAL TRANSFORMATION COUNSELOR MEMBERSHIP

The AI & Digital Transformation Counselor Membership is designed to help Senior Business & IT Leaders deliver results on complex AI and digital transformation initiatives and improve their effectiveness as a transformational leader. With a focus on AI and Digital Transformations, this is one of the most effective ways to partner with Info-Tech to drive transformational change through the organization.

#### Service Delivery

**Dedicated AI & Digital Transformation Counselor**  
Members receive personalized and confidential one-on-one support from a seasoned Enterprise-level counselor to enhance their AI and Digital Transformation expertise, achieve their goals, and prepare for the next chapter of their career.

**Includes:**

- 4 Onsite/Virtual Counselor Sessions
- Custom Key Initiative Plan
- Designated Account Manager

**Sample Key Initiative Plan**

#### Research Content

**Project Blueprints**  
Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes, including our latest library of AI-focused materials

**Tools & Templates Library**  
Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

**Software Selection Content**  
SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.

**Premium Industry Content**  
In-depth, industry-specific research content that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.

**Also Includes:**

- People & Leadership Research

**Sample Template**

**Sample Data Quadrant Report**

**Sample Industry Content**

#### Advisory Services

**Unlimited Analyst Calls**  
Unlimited phone access to our team of subject matter experts to guide you through your most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

**Industry Research & Advisory**  
In-depth, industry-specific research content and advisory service that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures. This feature can be added to the membership as a substitution for Onsite Visits.

**IT Vendor Price Benchmarking & Negotiation Assistance**  
Access to our IT pricing experts and exclusive negotiation intelligence to achieve best in circumstance deals on \$1M+ contract value covering 40+ major IT Vendors. IT Vendor Negotiation Assistance for up to 4 contracts included with membership.

**Also Includes:**

- Concierge Services
- Software Selection as a Service
- Contract Review Service
- Two Info-Tech LIVE Tickets

#### Digital Experiences

**IT Diagnostic Programs**  
Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.

**Also Includes:**

- Info-Tech Academy Training Platform
- IT Metrics Dashboard
- Leadership Development Program
- 360-Degree Feedback Tool

**Sample Diagnostic Report**

**Sample Video Content**

## EXECUTIVE COUNSELOR MEMBERSHIP

Info-Tech Research Group will provide Executive Counselor memberships to meet the requirements of the CTO-level executives and those of similar duties.

The Executive Counselor members will receive similar levels of access as summarized in the previous CIO Counselor section of the service catalog. A dedicated executive partner (“Counselor”) who has deep domain knowledge and focuses solely on ensuring client value throughout the term of the subscription. The Counselor will deliver two onsite visits annually to help the Executive member understand strategic issues, innovation, and any other issues or challenges impacting their role. The Counselor can schedule monthly advisory sessions and be available as required for when you and your delegate need advice and counsel.

Like the CIO Counselor membership, the Executive Counselor membership includes unlimited access to all research (both tactical and strategic). Our analysts publish content on project-based initiatives but also write trend reports, industry coverage, and software reviews that tackle emerging technologies and innovative practices that CIOs and IT executives are most interested in and need to understand to do their jobs effectively.

### EXECUTIVE COUNSELOR MEMBERSHIP

The Executive Counselor is one of our top memberships, designed to help CIOs and IT leaders deliver value, achieve goals, and improve and grow the contributions of IT. It includes all People & Leadership content required to manage the department and develop as a leader.

#### Service Delivery

##### Dedicated Executive Counselor

Members receive personalized and confidential one-on-one support from a seasoned IT executive to achieve their personal/organizational goals, grow as a leader, and prepare for the next chapter of their career.

**Also Includes:**

- 2 Onsite/Virtual Counselor Visits
- Custom Key Initiative Plan
- Designated Account Manager

#### Research Content

##### Project Blueprints

Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

##### Tools & Templates Library

Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

##### Software Selection Content

SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.

##### Premium Industry Content

In-depth, industry-specific research content that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.

**Also Includes:**

- People & Leadership Research
- IT Process Research

#### Advisory Services

##### IT Spend & Staffing Benchmarking – Online

Info-Tech experts accurately map and benchmark your IT spend and staffing against industry peers, to build a comprehensive report detailing IT spend and staffing along four perspectives: Expense, Service, Business, and Innovation.

##### Unlimited Analyst Calls

Unlimited phone access to our team of subject matter experts to guide you through your most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

##### Industry Research & Advisory

In-depth, industry-specific research content and advisory service that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.

##### IT Vendor Price Benchmarking & Negotiation Assistance

Access to our IT pricing experts and exclusive negotiation intelligence to achieve best in circumstance deals on \$1M+ contract value covering 40+ major IT Vendors. IT Vendor Negotiation Assistance for up to 3 contracts included with membership.

**Also Includes:**

- Concierge Services
- Software Selection as a Service
- Contract Review Service
- Info-Tech LIVE Ticket


#### Digital Experiences

##### IT Diagnostic Programs


Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.

**Also Includes:**


- Info-Tech Academy Training Platform
- IT Metrics Dashboard
- Leadership Development Program
- 360-Degree Feedback Tool




Sample Key Initiative Plan



Sample Template



Sample Diagnostic Report



Sample Video Content

## TECHNICAL COUNSELOR MEMBERSHIP

Info-Tech Research Group will provide Technical Counselor memberships to meet the requirements of the specific heads of technology departments, such as the CISO, PPM, Head of Infrastructure, Head of Applications, and those of similar duties.

The Technical Counselor members will receive similar levels of access as summarized in the previous CIO Counselor section of the service catalogue. The Technical Counselor member will also work with a dedicated Counselor. The Counselor will deliver two onsite or remote visits annually to help the member understand strategic issues, innovation, and any other issues or challenges impacting their role.

The key difference between this Technical Counselor membership and the Executive Counselor membership is the technology focus. Your Info-Tech Technical Counselor serves as your IT domain leader. We will custom design a set of activities to ensure you meet your technology-specific goals for the duration of the membership. Info-Tech's Technical Counselor will work as a trusted partner each session to build your practice end to end, provide consistent technical oversight, deliver on a consistent journey to bridge all Info-Tech experiences and services, and produce a deliverable from each experience.

### TECHNICAL COUNSELOR MEMBERSHIP

The Technical Counselor is designed to help IT leaders deliver value, achieve goals, and improve and grow the contributions of IT with a focus on technical excellence. It also includes all People & Leadership content required to manage a team and develop as a leader.

#### Service Delivery

##### Dedicated Technical Counselor

Members receive personalized and confidential one-on-one support from a seasoned IT executive to enhance their technical expertise, achieve their goals, and prepare for the next chapter of their career.

**Also Includes:**

- 2 Onsite/Virtual Counselor Visits
- Custom Key Initiative Plan
- Designated Account Manager

#### Research Content

##### Project Blueprints

Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

##### Tools & Templates Library

Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

##### Software Selection Content

SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.

##### People & Leadership Research

Strategies on how to lead teams effectively and resources proven to help you become a better manager.

**Also Includes:**

- IT Process Research

#### Technical Domains:

- Applications
- Infrastructure & Operations
- Security
- Data & Analytics
- Enterprise Architecture
- Privacy
- PMO
- Vendor Management
- Service Management

#### Advisory Services

##### Unlimited Analyst Calls

Unlimited phone access to our team of subject matter experts to guide you through your most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

##### Industry Research & Advisory

In-depth, industry-specific research content and advisory service that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures. This feature can be added to the membership as a substitution for Onsite Visits.

##### IT Vendor Price Benchmarking & Negotiation Assistance

Access to our IT pricing experts and exclusive negotiation intelligence to achieve best in circumstance deals on \$1M+ contract value covering 40+ major IT Vendors. IT Vendor Negotiation Assistance for up to 3 contracts included with membership.

**Also Includes:**

- Concierge Services
- Software Selection as a Service
- Contract Review Service
- Info-Tech LIVE Ticket


#### Digital Experiences

##### IT Diagnostic Programs


Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.

**Also Includes:**


- Info-Tech Academy Training Platform
- IT Metrics Dashboard
- Leadership Development Program
- 360-Degree Feedback Tool




Sample Template



Sample Data Quadrant Report



Sample Diagnostic Report



Sample Video Content

## CFO TECHNOLOGY COUNSELOR MEMBERSHIP

Info-Tech understands that one of the main challenges is that the top decision maker for IT is not always a CIO. Info-Tech has introduced a new technical seat tailored to the CFO, which allows us to position our services that most directly support their management and oversight of IT.

The CFO Technology Counselor members will receive similar levels of access as summarized in the previous Technical Counselor section of the service catalog. The CFO Technology Counselor member will also work with a dedicated Counselor. The Counselor will deliver one onsite or remote visit annually to help the member to understand strategic issues, innovation, and any other issues or challenges impacting their role.

### CFO COUNSELOR MEMBERSHIP

The CFO Technology Counselor is designed to help finance leaders manage technology business units and digitally transform the finance organization. This membership provides CFOs with the services of a dedicated finance and technology specialist to help them drive value through technology within their organization.

#### Service Delivery

**Dedicated Executive Counselor with Finance and IT Experience**  
Members receive personalized and confidential one-on-one support from a seasoned IT executive with finance experience to achieve their IT goals and navigate technology leadership and tech cost optimization.

**Also Includes:**

- 1 Onsite/Virtual Counselor Visit
- Custom Key Initiative Plan
- Designated Account Manager

#### Research Content

**Project Blueprints**  
Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

**Tools & Templates Library**  
Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

**Software Selection Content**  
SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.

**Premium Industry Content**  
In-depth, industry-specific research content that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.

**Also Includes:**

- People & Leadership Research
- IT Process Research

#### Advisory Services

**IT Spend & Staffing Benchmarking or IT Cost Analysis**  
Access to either IT Spend & Staffing Benchmarking to help map out costs and provide transparency into current IT spending, or IT Cost Analysis & Optimization service to identify IT cost optimization initiatives and build an IT cost optimization strategy.

**Unlimited Analyst Calls**  
Unlimited phone access to our team of subject matter experts to guide you through your most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

**Industry Research & Advisory**  
In-depth, industry-specific research content and advisory service that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.

**IT Vendor Price Benchmarking & Negotiation Assistance**  
Access to our IT pricing experts and exclusive negotiation intelligence to achieve best in circumstance deals on \$1M+ contract value covering 40+ major IT Vendors. IT Vendor Negotiation Assistance for up to 3 contracts included with membership.

**Also Includes:**


- Concierge Services
- Software Selection as a Service
- Contract Review Service
- Info-Tech LIVE Ticket

#### Digital Experiences


**IT Diagnostic Programs**  
Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.

**Also Includes:**


- Info-Tech Academy Training Platform
- IT Metrics Dashboard
- Leadership Development Program
- 360-Degree Feedback Tool




Sample Key Initiative Plan




Sample Template




Sample Data Quadrant Report



Sample Industry Content



Sample Diagnostic Report



Sample Video Content



## COUNSELOR MEMBERSHIP

Info-Tech Research Group will provide access to Counselor memberships to the CTO-level executives and those of similar duties.

The Counselor members will receive similar levels of access as summarized in the previous Executive Counselor section of the document. The Counselor member will also work with a dedicated Counselor.

Like the Executive Counselor membership, the Counselor membership will receive unlimited access to core research (both tactical and strategic). Our analysts publish content on project-based initiatives but also write trend reports, industry coverage, and software reviews that tackle emerging technologies and innovative practices that CIOs and IT executives are most interested in and need to understand to do their jobs effectively.

Your Counselor will schedule monthly advisory sessions and be available on demand for when you and your delegate need advice and counsel. One full-day onsite strategy meeting is included at your location.

Please see the graphic below for a full description of all services included within Info-Tech's Counselor membership.

Sample Key Initiative Plan

Sample Template

Sample Data Quadrant Report

Sample Diagnostic Report

Sample Video Content

### COUNSELOR MEMBERSHIP

The Counselor membership is designed to improve the maturity of IT and develop CIOs and IT leaders with expert guidance complemented by robust services, research, tools, and resources. It includes our most popular content and services to execute key initiatives

#### Service Delivery

##### Dedicated Executive Counselor

Members receive personalized and confidential one-on-one support from a seasoned IT executive to achieve their personal/organizational goals, grow as a leader, and prepare for the next chapter of their career.

**Also Includes:**

- Custom Key Initiative Plan
- Designated Account Manager

#### Research Content

##### Project Blueprints

Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

##### Tools & Templates Library

Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

##### Software Selection Content

SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.

##### People & Leadership Research

Strategies on how to lead teams effectively and resources proven to help you become a better manager.

**Also Includes:**

- IT Process Research

#### Advisory Services

##### Software Selection as a Service

Five advisory calls over a five-week period to accelerate and improve the member's software selection process.

##### Unlimited Analyst Calls

Unlimited phone access to our team of subject matter experts to guide you through your most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

##### Contract Review Services

Access to our IT contracts experts who will conduct a business review of the Terms & Conditions and provide a comprehensive written summary of feedback.

##### IT Vendor Price Benchmarking & Negotiation Assistance

Access to our IT pricing experts and exclusive negotiation intelligence to achieve best in circumstance deals on \$1M+ contract value covering 40+ major IT Vendors. IT Vendor Negotiation Assistance for up to 2 contracts included with membership.

**Also Includes:**

- Info-Tech LIVE Ticket

#### Digital Experiences

##### IT Diagnostic Programs

Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.

##### Info-Tech Academy Training Platform

An online learning management platform with 100+ hours of video content, 50+ quizzes, and 9 certification programs.

**Also Includes:**

- IT Metrics Dashboard
- Leadership Development Program

## ADVISORY MEMBERSHIP

The Advisory membership is designed to help IT leaders and managers complete projects and improve processes by leveraging our team of expert analysts and world-class research. It includes our basic content and services and is a great way for IT employees to experience and leverage the core services of Info-Tech.

Info-Tech Research Group has proposed an Advisory membership to address the requirements of the next tier of IT leaders. All research can be repurposed for internal use and shared internally with both members and non-members.

As part of the Advisory membership, we will help build a Key Initiative Plan. The Key Initiative Plan helps focus attention on projects that matter most. Each role will receive a dedicated Executive Advisor to go through each major project or process with a step-by-step methodology.

### ADVISORY MEMBERSHIP

The Advisory membership is designed to help IT leaders and managers complete projects and improve processes by leveraging our team of expert analysts and world-class research. It includes our basic content and services and is a great way for IT employees to experience and leverage the core services of Info-Tech.

#### Service Delivery

##### Executive Advisor

Executive Advisors provide quarterly strategy planning support calls to members to help curate membership content and ensure they succeed against their initiatives.

**Also Includes:**

- Custom Key Initiative Plan
- Designated Account Manager

#### Research Content

##### Project Blueprints

Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

##### Tools & Templates Library

Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

##### Software Selection Content

SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.

##### People & Leadership Research

Strategies on how to lead teams effectively and resources proven to help you become a better manager.

**Also Includes:**

- IT Process Research

#### Advisory Services

##### Software Selection as a Service (1/year)

Five advisory calls over a five-week period to accelerate and improve the member's software selection process.

##### Unlimited Analyst Calls

Unlimited phone access to our team of subject matter experts to guide you through your most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

**Also Includes:**

- Info-Tech LIVE Ticket

#### Digital Experiences

##### IT Diagnostic Programs

Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.

##### Info-Tech Academy Training Platform


An online learning management platform with 100+ hours of video content, 50+ quizzes, and 9 certification programs.

##### Industry Roundtable – Virtual


Access to monthly virtual industry roundtable discussions and peer networking to explore common challenges, share best practices, and help shape our industry research agenda.

**Also Includes:**


- IT Metrics Dashboard
- Leadership Development Program




Sample Key Initiative Plan




Sample Template



Sample Data Quadrant Report



Sample Diagnostic Report



Sample Video Content

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## TEAM MEMBERSHIP

The Team membership includes the following:

- Individual role-based access to all research and project methodologies.
- Access to Info-Tech Academy online platform.

Team membership is not sold separately and may only be purchased as part of a Bundle of Products (a Bundle of Products is defined as the purchase of two or more products). It must be purchased within a bundle or combination of products that, at a minimum, includes at least one Advisory membership or any one of the Counselor-level memberships.

**TEAM MEMBERSHIP**

The Team membership is our basic membership designed to help IT managers and employees execute on projects and improve processes with world-class research, tools, and templates. It includes the core research product and is a great way to become familiar with Info-Tech.

**Service Delivery**

**Account Manager**

Your Account Manager will ensure you get the most value from your membership by helping you understand your entitlements and the resources that you can leverage to help you excel in your role.

**Research Content**

**Project Blueprints**

Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

**Tools & Templates Library**

Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

**People & Leadership Research**

Strategies on how to lead teams effectively and resources proven to help you become a better manager.

**IT Process Research**

A comprehensive and connected set of 45 project methodologies and best practices for improving and optimizing core IT processes.

**Software Selection Content**

SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.

**Digital Experiences**

**Leadership Development Program**

An online or in-person leadership program focused on improving decision-making and people-management skills for high-potential staff.

**Info-Tech Academy Training Platform**

An online learning management platform with 100+ hours of video content, 50+ quizzes, and 9 certification programs.

## REFERENCE MEMBERSHIP

The Reference membership includes the following:

- Individual role-based access to all research and project methodologies.
- Access to Info-Tech Academy online platform.

Reference membership is not sold separately and may only be purchased as part of a Bundle of Products (a Bundle of Products is defined as the purchase of two or more products). It must be purchased within a bundle or combination of products that, at a minimum, includes at least one Advisory membership or any one of the Counselor-level memberships.

### Service Delivery

#### Account Manager

Your Account Manager will ensure you get the most value from your membership by helping you understand your entitlements and the resources that you can leverage to help you excel in your role.

### Research Content

#### Project Blueprints

Over 700 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

#### Tools & Templates Library

Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.

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#### IT Process Research

A comprehensive and connected set of 45 project methodologies and best practices for improving and optimizing core IT processes.

#### Software Selection Content

SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.



## ADDITIONAL SERVICES

### CYBERSECURITY WORKFORCE DEVELOPMENT PROGRAM

Info-Tech's Cybersecurity Workforce Training develops critical cybersecurity skills missing within your team and organization through:

1. **Flexible Curriculum Tailored to Business Needs:** Identify individual and organizational technical skill gaps in cybersecurity and intelligently design a personalized development plan with custom learning outcomes to build your team members' technical proficiency to meet business needs and objectives.
2. **Realistic Cyber Attack Simulations:** We've partnered with a leading cyber range provider to provide practical exercises through live lab simulation in cyber range settings so that you can build technical experience through real-world scenarios and earn continuing professional education (CPE) credits while you hone critical technical skills.
3. **Ready-to-Deploy Security Deliverables:** Participants learn through building deliverables, informed by Info-Tech frameworks, that map to the gaps and requirements of your organization. Deliverable types include a risk register, vulnerability tracker, data security matrix, incident response runbook, and configuration baseline.
4. **Real Assurance of Skill Development:** We provide the expert instruction, directed frameworks for application, and rigorous assessment to ensure that each participant that completes the program walks away with the cybersecurity skills their organization needs most.

Choose the track that best fits your role:

Cybersecurity Analysts	Cybersecurity Leaders
<ul style="list-style-type: none"> <li>• Full program access</li> <li>• Custom skills development plan</li> <li>• Cybersecurity foundations</li> <li>• One-year lab simulation and cyber range access</li> <li>• Quarterly start dates</li> <li>• 12 group lectures</li> <li>• Technical and operational learning path</li> <li>• Practical deliverables developed throughout course, customizable to operational use</li> </ul>	<ul style="list-style-type: none"> <li>• Full program access</li> <li>• Custom skills development</li> <li>• Cybersecurity foundations</li> <li>• One-year lab simulation and cyber range access</li> <li>• Quarterly start dates</li> <li>• 1:1 coaching and training time scheduled to your availability</li> <li>• Focus on leadership, program management, governance</li> <li>• Assurance and hands-on creation of program deliverables tailored to organization</li> <li>• Security leadership playbook</li> <li>• Plan for developing organizational cybersecurity maturity and resiliency</li> </ul>

## AI WORKFORCE DEVELOPMENT

Info-Tech Research Group offers a 12-week AI Workforce Development Program designed to equip IT professionals with the necessary skills to navigate and excel in the rapidly evolving field of artificial intelligence. This program aims to future-proof IT teams by providing them with essential AI competencies, ensuring they are prepared to handle the challenges and opportunities presented by AI technologies.

Participants will engage with a dedicated trainer and a team of experts to gain both business and technical skills required for the responsible and effective adoption of AI within their organizations. The curriculum includes practical deliverables such as a Proof of Value Framework, AI Vision & Strategy, and an AI Implementation Roadmap, all tailored to the specific needs of the organization.

The program also features AI Virtual Labs, where learners can configure, train, and customize AI solutions for common use cases. With a focus on real skill development, the program includes structured assessments and coaching, culminating in a development scorecard that reflects the AI competencies acquired.

Info-Tech's AI Workforce Development Program is a comprehensive initiative that not only closes the AI skills gap but also empowers IT teams to confidently implement AI strategies that align with their business objectives.

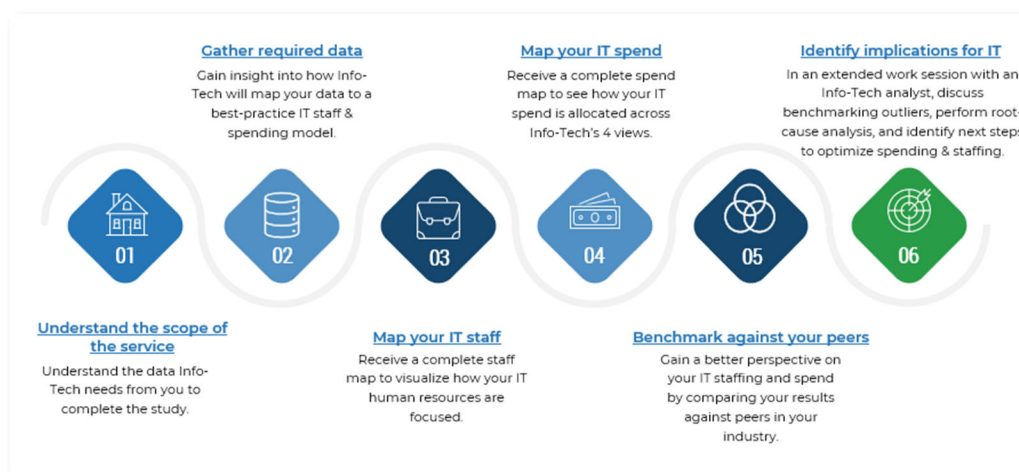
	AI Practitioner	IT Leader	AI Team
Curriculum & Lectures	Live facilitator learning sessions on fundamental topics	Live facilitator learning sessions on fundamental topics	<p>Successful AI initiatives require collaboration across IT experts, business domain experts, and other areas.</p> <p><b>Form your core AI Team with</b>  <b>1 IT Leader and</b>  <b>up to 3 AI Practitioners</b></p>
AI Sandbox	Lab environment access	Lab environment access	
Projects	Practical deliverables developed throughout the program, customizable to operational use with <b>technical focus</b> .	Practical deliverables developed throughout the program, customizable to operational use with a <b>strategic focus</b> .	
Personalized Development Plan	✓	✓	
Development Scorecard	✓	✓	
1:1 Coaching with an expert AI Advisor		✓	
Recommended roles	Business Analysts, Solution Architects, Data Architects, Project Managers, and more.	CTO, CIO, CDO, CISO, Director of IT, Head of IT, and more.	

## IT SPEND & STAFFING BENCHMARKING SERVICE

Info-Tech helps members optimize IT spend and staffing through mapping your IT spend and staffing data to a best-practice model, benchmarking against industry peers, and building a roadmap of next steps.

IT Spend & Staffing Benchmarking	IT Cost Analysis & Optimization
<ul style="list-style-type: none"> <li>Info-Tech experts accurately map your IT spend and staffing, providing full transparency into business consumption of IT</li> <li>Info-Tech will cover spending information from a <b>single general ledger extract</b></li> <li>Service covers commercial organizations with <b>revenues under \$1 billion</b> or public institutions with <b>budgets under \$1 billion</b></li> <li>Benchmarking of IT spend and staffing against your industry peers</li> <li>Detailed review of your results and recommendations on optimization</li> <li>Comprehensive report detailing your IT spend and staffing along four perspectives: Expense, Service, Business, and Innovation</li> <li>Equivalent to and interchangeable with Info-Tech online workshop product</li> </ul>	<ul style="list-style-type: none"> <li><b>Prerequisite:</b> IT Spend &amp; Staffing Benchmarking</li> <li>Info-Tech experts use the information provided in your IT Spend &amp; Staffing Benchmarking report to further investigate, with you, potential areas of spend and staffing optimization</li> <li>We identify and evaluate the cost impact of multiple initiatives around: <ul style="list-style-type: none"> <li>Workforce productivity</li> <li>Asset efficiency</li> <li>Vendor partnership reinforcement</li> <li>Project prioritization</li> </ul> </li> <li>Service covers commercial organizations with revenues under \$1 billion or public institutions with budgets under \$1 billion</li> <li>We build, with you, a roadmap to optimize IT spend and staffing within your organization, in line with business objectives and projections</li> <li>We advise you on a change management strategy to successfully implement your roadmap</li> <li>Equivalent to and interchangeable with Info-Tech workshop product</li> </ul>

Below is an illustration of Info-Tech's process:



## INFO-TECH WORKSHOPS

Info-Tech's workshops are proven and road-tested methodologies to accelerate timelines and make major project decisions, facilitate productive conversations with key stakeholders, and leverage Info-Tech's experience and expertise as well as client examples to ensure project success and sustained organizational support.

Each Info-Tech workshop is accompanied by supporting deliverables to help you accomplish your goals. After every workshop, Info-Tech will provide the leadership team with a final report and associated tools and templates and will work with you to identify next steps and supporting research and advisory services available to you through your membership.

Over the course of five days, our expert facilitators help you complete a key initiative, work through critical project deliverables, and train your team. We use a learning-based approach to implement Info-Tech methodologies tailored to your unique situation.

### Why Workshops?

- Get 90% of any project done in five days of intense and focused work designed to collapse project timelines and make project decisions.
- Use our proven methodologies to get your project done quickly and effectively.

### Proven Results:

- Since launching the product, Info-Tech has delivered over 3600 workshops (onsite and online) with an overall satisfaction rating of 9.4/10.
- 96% of workshop participants rate the effectiveness of the expert facilitators at an 8 out of 10 or higher.
- On average, workshops save our members **\$117, 370** per five-day engagement.

Info-Tech offers our members standalone workshops and subscription-level workshops, which can be delivered onsite or online.

Online Standard Workshop	Online Enterprise Workshop
<ul style="list-style-type: none"> <li>✓ Five-day Online Workshop to solve your most pressing problem</li> <li>✓ Expert facilitators help you complete a key initiative, work through critical project deliverables, and train your team</li> <li>✓ Follows the rigorous methodology of our blueprints</li> </ul>	<ul style="list-style-type: none"> <li>✓ 5-day customizable Workshop to solve your most pressing problem</li> <li>✓ 7 days of effective effort by Info-Tech</li> <li>✓ Expert facilitators help you complete a key initiative, work through critical project deliverables, and train your team</li> <li>✓ Industry specialist available to ensure that the workshop deliverable is tailored for your business and industry</li> <li>✓ Final deliverable includes a boardroom ready executive presentation</li> </ul>



## Discover Our Workshops

3573

Workshops Delivered

9.4 out of 10

Average overall Workshop experience

\$116,581

Average savings from each Workshop



### Build a Business-Aligned IT Strategy

Create an IT strategy based on business needs, not just intuition. It is no longer enough to generate a text document and call it an IT strategy. Stakeholder attention spans are growing shorter; cr...

[Request Information >](#)



### Create a Right-Sized Disaster Recovery Plan

Create an effective, right-sized DRP: discover current capabilities, define business requirements, and close gaps to deliver service continuity.

[Request Information >](#)



### Implement Agile Practices That Work

Development teams are under increasing pressure to perform more in less time with the same amount of resources while remaining aligned to business priorities. They are looking to Agile to help them...

[Request Information >](#)



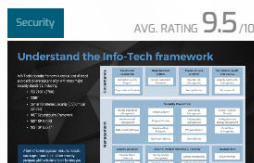
### Build a Robust and Comprehensive Data Strategy

Put a strategy in place to ensure data is available, accessible, well integrated, secured, of acceptable quality, and suitably visualized to fuel organization-wide decision making. Start treating d...

[Request Information >](#)



### Project & Portf...



### Understand the Info-Tech framework



### The foundation of your organizational design brings together drivers, context, and strategic implications



### Focus on the big picture first to capture and streamline how your organization resolves incidents

## HIPO TECHNOLOGY ADVISORY MEMBERSHIP

Info-Tech's HIPO Technology Advisory membership offers one license that provides access to ten named users. This membership license will provide unlimited access to analysts for topics related to IT management and governance process, unlimited access to all IT project and process research methodologies, unlimited access to Info-Tech's library of tools and templates, access to the Info-Tech Academy online eLearning platform, unlimited software selection content and reports, and access to virtual industry roundtable meetings.

## HIPO TECHNOLOGY TEAM MEMBERSHIP

Info-Tech's HIPO Technology Team membership offers one license that provides access to ten named users. This membership license will provide unlimited access to all IT project and process research methodologies, unlimited access to Info-Tech's library of tools and templates, access to the Info-Tech Academy online eLearning platform, and unlimited software selection content and reports.

## CAMPUS & PROGRAM RESOURCE MEMBERSHIP

Info-Tech's Campus Resource Membership offers a comprehensive suite of services designed to empower IT professionals and enhance IT department performance. Members gain access to a wealth of resources, including:

- **Best-Practice IT Research:** Utilize extensive research methodologies and tools to manage core IT processes more effectively.

- **Strategic Guidance:** Receive personalized advice from dedicated executive counselors and industry analysts to build a data-driven IT strategy.
- **Professional Development:** Engage in training and development programs for IT leadership through the Info-Tech Academy and virtual roundtable meetings.
- **Project Support:** Benefit from unlimited analyst calls and diagnostic programs to navigate challenging projects and complete technology initiatives.

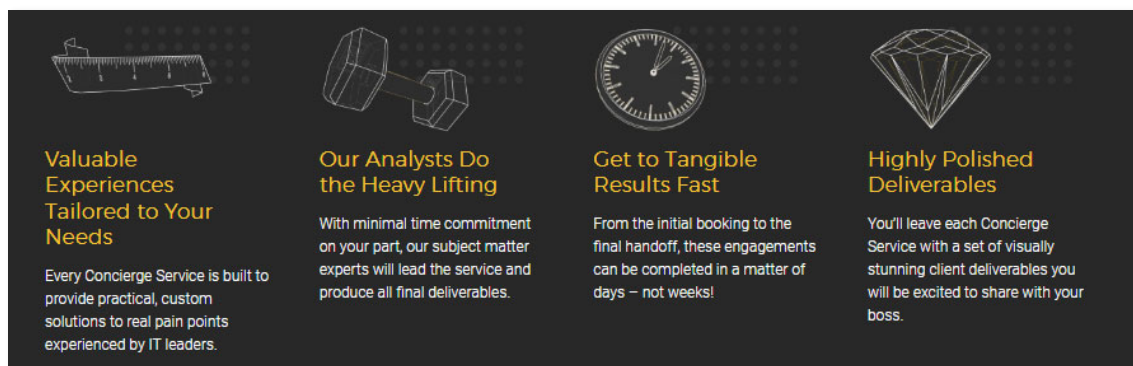
This membership is tailored to fit the unique needs of each organization, ensuring that IT departments have the support they need to succeed.

## CONCIERGE SERVICES

Info-Tech's Concierge Services is a powerful set of over 20 high-impact, single-day consulting engagements designed to be delivered online or onsite.



Our Concierge Services are designed with the client's needs in mind first, and we provide valuable experiences tailored to those specific needs. Every Concierge Service is built to provide practical, custom solutions to real pain points experienced by IT leaders. Our analysts will do all the heavy lifting with minimal time commitment on your part. Our subject matter experts will lead the service and produce all final deliverables; we ensure that you will get tangible results fast. From the initial booking to the final handoff, these engagements can be completed in a matter of days. Finally, we provide highly polished deliverables that are ready to use. You will leave each Concierge Service with a set of visually stunning deliverables you will be excited to share and present across the company.



## CONTRACT REVIEWS

Info-Tech knows that ill-defined terms and weak vendor relationships lead to overspending on contracts. To avoid that, an IT organization needs proven processes to get the right contracts for the organization while building better vendor relationships. Info-Tech equips our clients with the expert advice and tools required to accomplish this goal by:

- Knowing the market competitive price for software that is being purchased.
- Managing annual maintenance costs.
- Improving organizations' contract negotiation skills.
- Optimizing contract language to meet specific organizational requirements.
- Developing a clear understanding of contract terms and conditions.

Info-Tech has helped thousands of members negotiate contracts with their vendors. What we have learned along the way provides significant advantages to our clients, enabling them to:

- Pay less than other purchasers by understanding the competitive price landscape.
- Realize significant savings by optimizing contract terms.
- Right-size contracts to purchase only what is needed, which helps avoid penalties and unforeseen costs.
- Future-proof the organization by building protections into contract terms to avoid price increases.
- Maintain a competitive edge by learning how to regularly review and update contracts.

## SOFTWARE REVIEWS

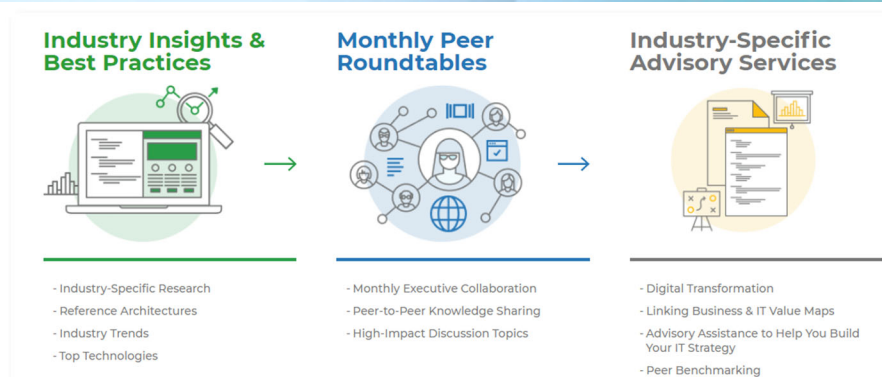
Info-Tech provides a best-in-class [SoftwareReviews program](#) where real end users provide their feedback on their software experiences. Info-Tech creates a report on solutions within a particular software category (e.g. CRM). Our process eliminates any bias toward vendors and provides real-time data to allow our clients to make informed business decisions based on peer reviews.

Info-Tech offers vendor evaluations, SoftwareReviews, and Contract Review Services to help your IT leadership team select software and hardware vendors, maximize contract value, and ensure contract compliance.

The vendor evaluations and research are industry specific as well. We have analysts dedicated to major industries, including Government, who publish industry-specific research and provide advice based on their previous work experience in that industry. Leverage industry best practices so you don't waste time and money reinventing the wheel.

## INDUSTRY RESEARCH

Explore deep vertical research to gain tailored insights into your industry. For a deeper dive into industry strategies, trends, technologies, and benchmarking, Members have access to the industry-specific content research and advisory services, as well as access to the full library of industry research, which covers fifty-six industry categories. Connect with industry IT leaders and peers in regular collaboration sessions to tackle pressing industry issues.



## DIAGNOSTIC TOOLS

Info-Tech's [Diagnostic & Benchmarking](#) programs enable our members to collect the data they need to make key IT decisions. Info-Tech's services include these programs throughout the term of the contract, targeted toward the IT business heads and senior leaders.

With data from over 40,000 business leaders, we understand what activities correlate with high IT performance and can help you successfully complete these activities in your own organization.

See the graphic below for the diagnostics we offer.





## **CIO Business Vision**

Stakeholder management is a critical aspect of running a successful IT department. Info-Tech's CIO Business Vision program is a low-effort, high-impact program that will give you detailed report cards on the organization's satisfaction with IT's core services.

Use these insights to understand your key business stakeholders, find out what is important to them, and improve your interactions. The CIO Business Vision survey is administered by our research team upon request. The valuable statistics you will receive from this survey include stakeholder satisfaction metrics, IT capacity metrics, and departmental metrics including stakeholder feedback reports. This survey creates value by enabling you to:

1. Plan your stakeholder strategy with Info-Tech.
2. Build consensus and accountability within IT.
3. Brief critical stakeholders members.
4. Build relationships with key decision makers.
5. Create company and business unit action plans.

Please review the following sample report: [Sample Report – CIO Business Vision.pdf](#)

The most important thing a CIO can do is understand the business needs and actively measure that the business is satisfied. Info-Tech's CIO Business Vision program allows our clients to do just that by receiving feedback on key IT functions.

## **CEO-CIO Alignment Program**

Info-Tech encourages IT leaders to take advantage of this program at the beginning of the membership so we can effectively set up an engagement plan over the course of the year that will provide the most value to your department and the organization. For decades, IT-business alignment has been recognized as a critical factor for effective IT. Yet many IT leaders are still without the tools they need to understand and support business priorities.

Decipher business needs by understanding the perspective of the CEO or head of the business. Automate IT-business alignment so IT can operate effectively and generate tangible value for your business.

As leader of an IT department, you recognize that your ideas, priorities, and perspectives differ from those of other business leaders. This program eliminates the guesswork and starts closing the gaps between these perspectives.

The CEO-CIO Alignment program is the first step to building IT-business alignment that optimizes IT and drives business value. You will receive a report with insights from the survey that will help your IT division achieve the following:

- Understand the business head's perception of and vision for IT in your business.
- Identify and build core IT processes that automate IT-business alignment.
- Create a plan to address alignment gaps impeding business growth.
- Deliver your plan to demonstrate IT value and progress.

Please review the following sample report: [CEO-CIO Alignment Report](#)

## **IT Management & Governance Diagnostic**

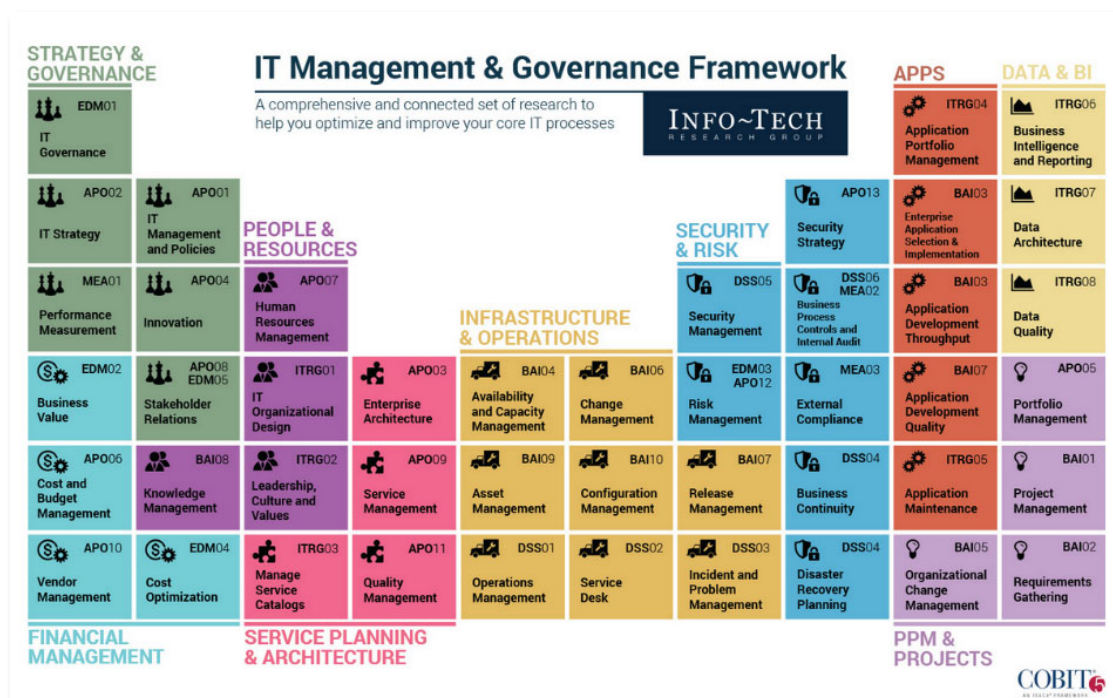
Info-Tech's IT Management & Governance Diagnostic allows IT executives to understand their team's perception of the importance and effectiveness of their technology processes. It will aid in building consensus around which processes are important or ineffective by conducting an IT team alignment exercise.

This program enables the IT team to create a customized process improvement roadmap to maximize impact and focus time and resources more efficiently and accurately.

There are four key steps that will guide you through the program to optimize your IT processes:

1. **Map Your Process Landscape:** Determine which processes your team believes need more attention so that you can effectively allocate your time and resources across all process initiatives. Understand what your next steps should be for each of the processes in your organization based on the feedback received from your entire team.
2. **Process Spotlight:** Dive deeper into each process and its performance. Highlight contentious areas and understand how aligned your team is for each process.
3. **Team Alignment:** Use the results to facilitate a team alignment exercise with your team. Prioritize your team's process improvement efforts by getting opposing views on the table and reconciling the differences to build consensus.
4. **Ownership & Accountability:** Assign process ownership and hold team members accountable for process improvement initiatives to ensure successful implementation and to realize the benefits from more effective processes.

Info-Tech uses a heatmap-style graphic to identify the effectiveness and relative importance of each IT process. The processes below align with the COBIT 5 framework of IT processes:



The above executive benchmarking and diagnostic programs are typically run on an annual basis to measure performance year over year. Our clients regularly improve scores and make measurable action plans. We suggest running these diagnostic and benchmarking programs toward the beginning of the membership to strategically align our services to meet the needs of your key business stakeholders.

- [IT Security Diagnostic](#): The IT Security Diagnostic program is a low-effort, high-impact program designed to help IT security leaders assess and improve their security practices. Gather data and report on IT security governance, business satisfaction, and effectiveness to understand where you stand and how you can improve.
- [Application Portfolio Assessment](#): Application portfolio management requires an in-depth understanding of how end users feel about IT software. Develop data-driven insights to help you decide which applications to retire, upgrade, retrain on, or maintain to meet the demands of the business.
- [End User Satisfaction](#): Service optimization is nearly impossible to perform without an honest and thorough understanding of end-user sentiment toward IT services and software.
- [Data Quality Scorecard](#): Our comprehensive report shows you how the business feels about data quality and what the most pressing issues are. Use the feedback to guide improvement efforts and develop a focused action plan.
- [Project Portfolio Management Diagnostic Program](#): The Project Portfolio Management Diagnostic program is a low-effort, high-impact program designed to help project owners assess and improve their PPM practices. Gather and report on all aspects of your PPM environment to understand where you stand and how you can improve.

## TOOLS, TOOLKITS, AND TEMPLATES

Info-Tech will provides our members with unlimited access to core research and downloadable resources, many of which are fully customizable, via our online research portal. Resources include (but are not limited to) the following formats:

- Microsoft Word documents.
- Microsoft PowerPoint documents.
- Microsoft Excel documents.
- Infographics.
- Videos.
- Recorded webinars.
- SoftwareReviews Data Quadrant and Emotional Footprint reports.
- Other SoftwareReviews resources and graphs.
- Customizable benchmarking tools.
- Online portal certification programs.
- Policy Template Access.
- Final PDF reports in a boardroom-ready format, customized specifically to member's requirements.

## TALENT LEADERSHIP RESEARCH AND LEARNING ACADEMY

Info-Tech provides an entire research silo related to [Talent Leadership & Management](#) research specifically targeted to improve your organization's strategies for leading your IT team effectively. We provide proven resources that will help your team become better managers.

In addition, Info-Tech Academy enables your staff to receive training in the 45 core IT processes (based on COBIT). Nine certificates are available and can be achieved by completing the outlined solution sets for each process. We understand that IT departments struggle to develop their staff. This is a unique opportunity to increase the use and value of our IT research service. Each topic is accompanied by webinars and videos with our subject matter experts and IT members.

For example, the Data & BI Certificate includes the following courses:

- Business Intelligence & Reporting
- Data Architecture
- Data Quality

The courses include a combination of videos, research, and activities. This is a great opportunity for your members to learn and develop as well as train direct reports and colleagues more effectively in these areas. Each of the designated members can assign courses from the 45 core IT processes to their staff at any level.

## INFO-TECH LIVE

Info-Tech LIVE is a three-day hands-on conference. The authoritative voice for IT executives making technology decisions and influencing IT innovation, LIVE is your front-row seat to the future of IT with a focus on real, everyday challenges, ensuring that all attendees are engaged, productive, and challenged throughout each session. We've given our members access to all last year's keynotes so you can relive the excitement and revisit the content at your convenience.

### Why Attend Info-Tech LIVE?

- |  |  |
|--|--|
| <p><b>01</b> Learn, refine, and discover the latest advances in IT data and research</p> <p><b>03</b> Network with other senior IT Professionals</p> | <p><b>02</b> Discover deliverables you can take back to the office and implement right away</p> <p><b>04</b> Get inspired by conversations with analysts and your peers to see how IT trends are impacting their industries to better benchmark your strategies.</p> |
|--|--|