



December 3, 2009

## **Getting a handle on your 'State of IT'**

An essay on some of the challenges facing technology leaders

**Are your current technology investments in line with business goals and strategic objectives?**

**Is your company receiving clear bottom-line benefits from your current technology?**

**Should you need to evaluate and deploy new technology in your company, are you confident that you can build a business case?**

**When compared to cost, are the benefits of IT in your company easily quantifiable?**

These are only a few of the key questions you should ask yourself when determining whether you have a good handle on your 'State of IT'. Some of the largest companies in the world have a difficult time finding answers to these and other questions. This is not because they have failed at managing the IT organization, but because IT has a natural way of growing far, wide, and in many cases, out of control.

Even in the small and mid-size companies, IT will find away to disconnect itself from the master plan. In some cases, the solutions being applied don't come close to meeting the goals of the business. In other cases, the best intentions of applying a solution turn into overkill and ultimately overspend. In both scenarios, a company is missing out on opportunities to align their technology with strategic objectives.

The challenge that all CTOs, CIOs, and IT Directors face is reconnecting their technology intentions (or parts of) with the intentions of the business. Solutions that serve business needs do not always have to be 'latest & greatest'. They have to get the job done in a way that supports growth and is flexible enough to withstand change. Scalability certainly comes with a price tag, but it is a controllable expense which when managed appropriately will pay for itself time and again. Technology is not a luxury item any longer and most if not all leaders within IT recognize this reality. They have lived through the evolution of IT being more than a phone call when email isn't working or printers are out of ink. Technology's purpose in companies of every size and type is palpable. Those who maintain a firm grip on their 'State of IT' will consistently contribute to the profitability of their companies, moving away from being another expense to becoming a strategic asset to the business.

In aligning technology with business needs and goals, leaders in IT are faced with the escalating reality of the changing workplace. As rank & file employees became more astute and savvy in terms of technology and the use of, there was an expectation the lines would begin to blur between IT and the rest of a company. It was also expected that the role of IT would begin to diminish or



## **Complete Systems Integration, Inc.**

**Excellence in EVERY solution**

shrink as this new, savvy workforce began to enter into the business world. The fact is that the opposite has occurred. The entry level workforce with some IT knowledge have begun to pose a small but undeniable threat to organizations by instilling a false sense of confidence in the decisions they make related to technology. In other words, yes, the new workforce has knowledge, but it's just enough to be dangerous.

When reconnecting with the needs of businesses, this new workforce must be embraced so that not to create a 'them & us' environment. In doing so, IT must find ways to deliver the solutions and requirements to help support the expectations of employees who in some cases believe they can do it themselves. This added element within the business community has bolstered the need for proactive and progressive IT departments.

Change is inevitable, but recognizing the changeable areas that IT touches and then in turn, planning for it, is a key component to supporting the overall company's goals. Communication, expansion, mergers & acquisitions, product launches, new marketing initiatives are some of the many areas whereby a properly aligned technology plan will have a profound effect on success, execution and profitability.

About Complete Systems Integration (CSI)

Headquartered in New Jersey, Complete Systems Integration was founded in 1998 as an infrastructure project management firm, but has since grown to incorporate a wide range of service and business solutions much needed by companies today.

CSI's flagship service, IT 360 is a cost effective, proven solution to provide an independent and authoritative view of a company's "State of IT" to plan for the future and prevent the "unthinkable". IT 360 benchmarks a company's actual results against other companies with similar size/industry characteristics as well as industry best practices. Assessment results identify opportunities to reduce IT costs in areas of: vendor selection, maintenance, personnel and redundant or inappropriate systems without sacrificing or jeopardizing important business initiatives or objectives – giving companies the ability to do more within fixed or reduced budgets.

Corporate website: [www.csicorp.net](http://www.csicorp.net)

IT 360: <http://www.csicorp.net/solutions/total-it-assessment.htm>

Media: [info@csicorp.net](mailto:info@csicorp.net)

Contact: <http://www.csicorp.net/contact/index.htm>

Complete Systems Integration, Inc.  
1069 Ringwood Avenue, Suite 311B  
Haskell, NJ 07420  
Phone: 800-738-7416  
Fax: 866-499-6676

1069 Ringwood Ave • Suite 311B • Haskell, NJ 07420  
Phone: 1-800-738-7416 • Fax: 1-866-499-6676 • [www.csicorp.net](http://www.csicorp.net)