

Creating Value Through Technology Solutions

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Business Technology Research Center

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**IT Organization
Capability Scale**

White Paper

October 2002

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Solutions Center of Excellence

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Executive Summary

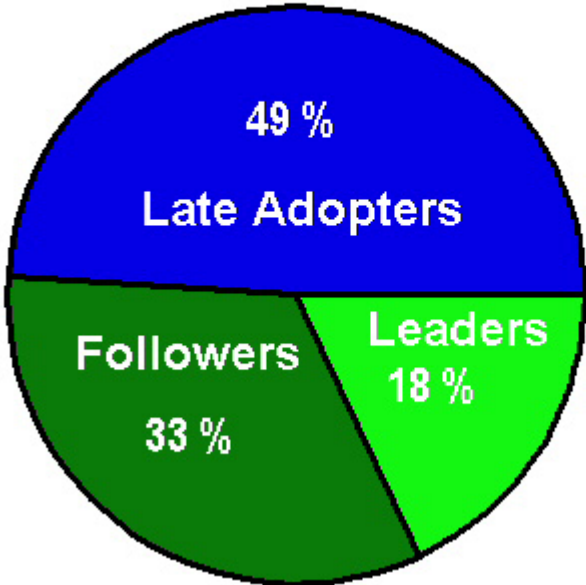
IT Organization Capability Scale

The study segmented organizations into three groups based on their use of technology solutions compared to the new “Strategic Information Framework”. Each organization fit into one of three groups: Late Adopters, Followers, and Leaders.

As you can see from the chart below, almost half of the organizations are “Late Adopters”. These organizations implement the bare minimum of technology solutions to run their business. This does not mean they are poorly run companies, many are successful and do not require technology to remain competitive.

On the other end of the spectrum, almost 1/5 of the organizations are considered leaders. These organizations are using technology solutions that were only theoretical a few years ago. It is also not a surprise that many of these organizations are leaders in their market segment.

Capability Level



Overview - Strategic Information Framework

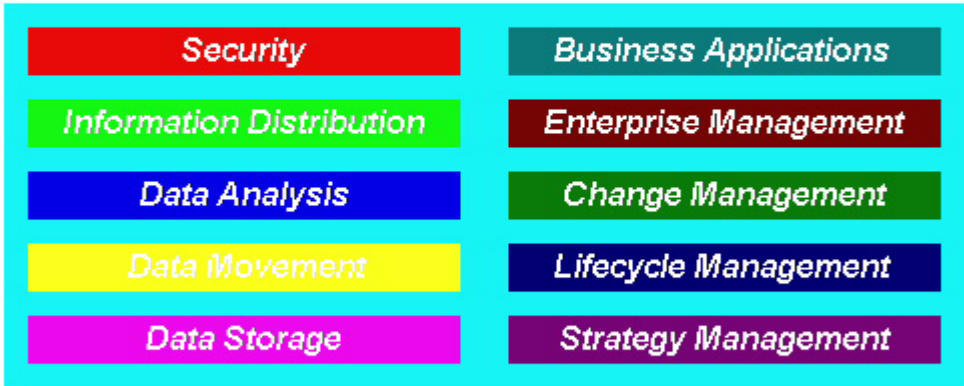
To remain competitive in the new fast paced market place, leading companies have realized that the old information technology framework will not support their business needs. To remain competitive, companies must quickly review their current technology framework, capability to provide services to the business, and implement new technology layers that will add value to the business and provide a true return on investment.

Based on the competitive business needs of the organizations surveyed, we have developed a technology framework that best supports new business requirements. We call these “The 10 Technology Building Blocks Supporting Your Business”.

Strategic Information Framework



Employee, Customer, Partner, External Provider
Access: From Anywhere, Anytime



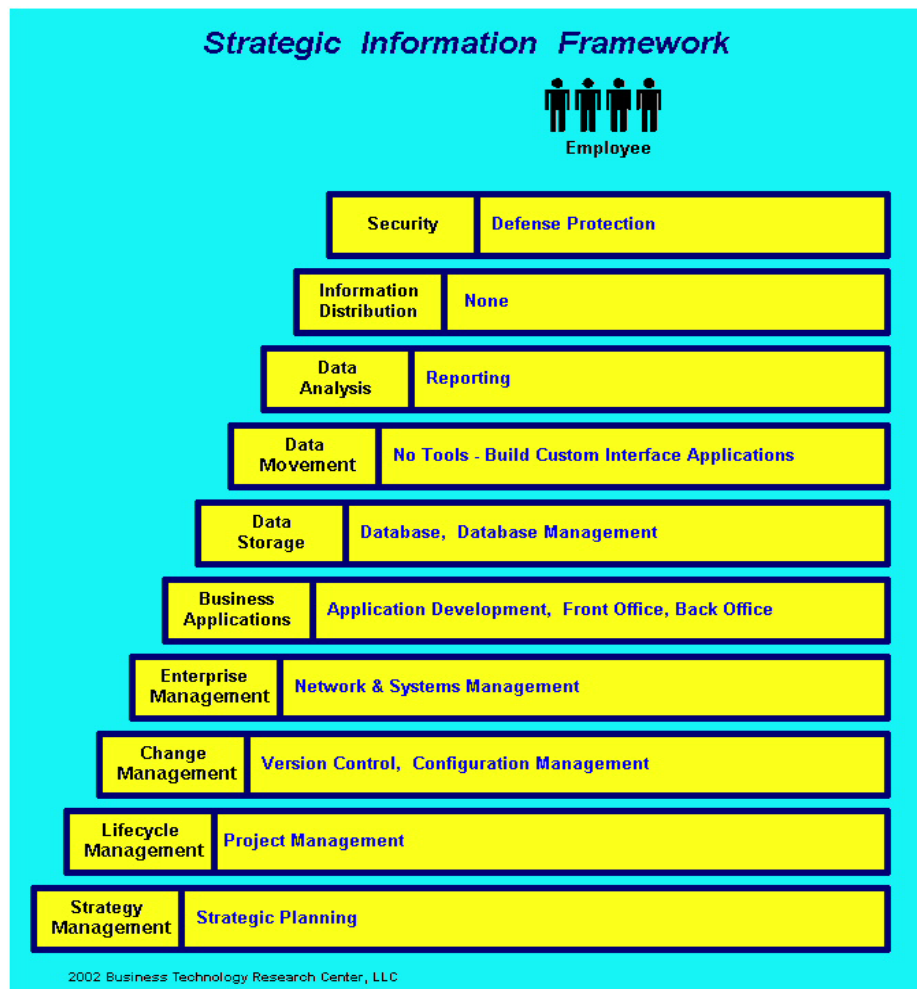
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Organization Capability Level

Late Adopters

49% of the companies studied have built or are currently building a solid business application foundation. These companies are not comfortable moving forward with technology. They are late adopters and are implementing the bare minimum to run their business. Most companies have a web site displaying marketing material, but do not consider this any type of e-commerce.

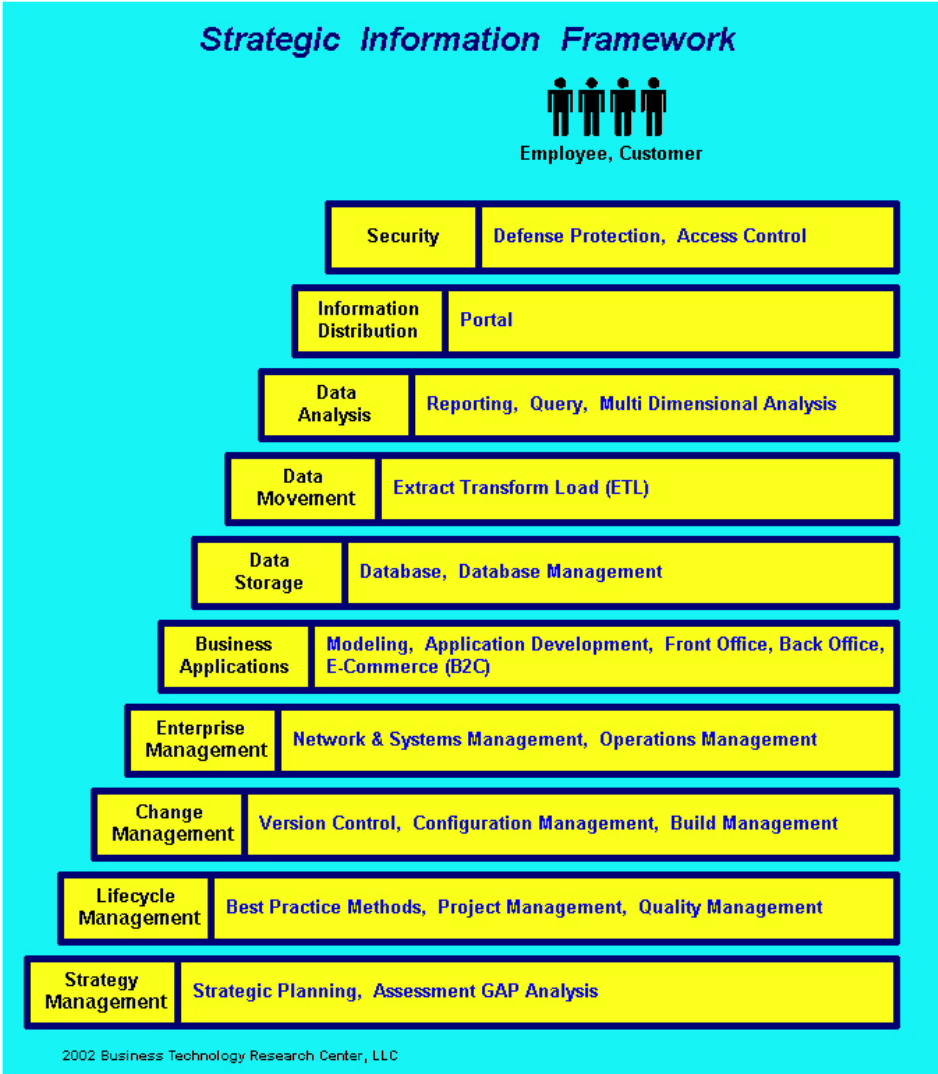
The “Late Adopter” technology framework is shown below.



Followers

33% of the companies studied have built solid business application foundations and are slowly expanding their capabilities using limited business intelligence and exploring the B2C marketplace. They are looking strategically forward but are not committing until forced to by compelling business events.

The “Followers” technology framework is shown below.



Leaders

“18 % of the organizations studied are considered leaders in their industries and are embracing market challenges.” They are currently moving toward the framework represented below.

The “Leaders” technology framework is shown below.

