

“There is often an unnecessary disconnect between an organisations IT Department and the business that it supports. Everyone is working hard, focussed on what they perceive as important and striving to do their best, but somehow there's a sense that things could be better and a culture of “us and them” continues to develop.”

# IT Team Health Check

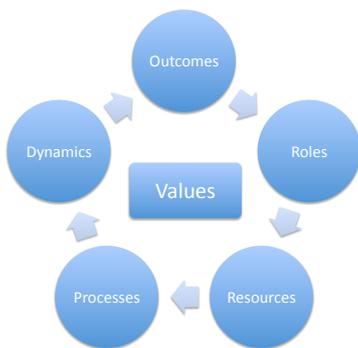


The effectiveness of the technology on which your organisation depends is determined by both the 'physical' assets and the people that plan, build and support them - the IT Team.

A healthy, well functioning IT Team; both internally effective and externally focussed plays a significant role in ensuring your organisation is able to achieve its goals. The skills required to operate effectively as a team and assist the business often don't come naturally to technical experts.

Ergo brings a unique perspective to assessing and developing the health of your IT team via a background of over 10 years in helping organisations develop their effectiveness and efficiency as well as our experience and understanding of technology, technical people and their roles.

Because of this experience, Ergo's IT Team Health Check is based on a 5 dimensional model that examines the 'internal' functioning of the IT Team and the interface between the IT Team and the rest of the organisation.



## Dimensions of Team Health

- Outcomes -** The organisation's purpose, goals and aims
- Roles -** Individuals accountabilities and contribution
- Resources -** The capacity and tools to deliver what the organisation needs
- Processes -** Effective and efficient operational processes
- Dynamics -** A motivational and positive team environment

The outcome of the IT Team Health Check is an assessment of your IT Team's health on these 5 dimensions and a set of recommendations for development and action based on our findings.

This will serve as an early warning of potential operational risks, provide a framework for ongoing development of your IT Team and ultimately help leverage the significant investment you are making in IT.

### Phase 1

Setup & Build Rapport	Data Gathering
-----------------------	----------------

### Phase 2

Feedback & Validation	Analysis & Synthesis
-----------------------	----------------------

### Phase 3

Findings Validation	Recommendations
---------------------	-----------------

## What's involved?

The IT Team Health Check unfolds over a three phase process. Ergo utilise a combination of anonymous survey's across the organisation, individual and group interviews to assess your organisation's strengths and weaknesses and then prepare a report providing analysis and recommendations for future action.

The three phases (detailed in the side bar) ensure that all the relevant staff are actively involved in helping us effectively understand the situation as they experience it today. To ensure that our analysis and interpretation is accurate there are feedback and validation points built into the process prior to delivering the final report.

## Ask Yourself:

- Does the IT Team understand the organisation's goals and deliverables?
- Do I have confidence that the people in my organisation are effectively supported?
- Does my organisation enable the IT Team the opportunity to succeed?

