

An Executable Roadmap Jumpstarts IT & Business Alignment for County

Five improvement themes help Minnesota’s largest County IT focus on improving relationships and creating value for the Lines of Businesses they support.

CHALLENGES

The County moved to a federated IT model. Additionally, a significant reorganization moved 32 service departments into five lines of businesses. As a result of these changes, and the fact that IT was not paying attention to the voice of the customer, business alignment suffered and the reputation of IT was ultimately damaged. Further complicating matters was that several initiatives to address these issues had failed to gain traction. The County asked Trissential to help them develop a strategy to improve IT alignment and propose a path forward.

SOLUTION

To understand the perception of the leaders of the Lines of Businesses, we used a “Voice of the Customer” approach. Multiple stakeholder interviews, workshops, learning meetings and communication events were completed with the purpose of creating alignment.

Our analysis identified pain points and areas of focus. A capability diagnostics survey uncovered gaps in skills sets. In light of these findings, we worked with the client team to organize the improvement areas around five themes. The five themes were governance, 3Cs – communication, collaboration and cooperation, leadership, value and customer service. A creative “Two in a Box” sponsorship approach was introduced to cement business and IT alignment.

RESULTS

The alignment roadmap and “Two in a Box” strategy was accepted by the County CIO and the client agreed to proceed with the recommendations. Engagement with the sponsor in terms of rhythm, sharing of information, quick response to adverse feedback gave the sponsoring team confidence to proceed with the Alignment Program even through previous efforts had failed to gain traction.



- X 36 Interviews
- > 450 Artifacts Reviewed
- 37 Survey Respondents
- Feedback Report Out Meeting
- Two Workshops with over 40 participants
- Kickoff Workshop with over

“Trissential helped us get further than we have ever gotten before.”

-IT Management and Leadership

“We have something to finally execute against.”

-Mr. IT Manager

