IT QUALITY INDEX – IT Quality Management Framework

Customer case study: South Moravian government office

The South Moravian Region is situated in the southeast of the Czech Republic, bordering on Austria and Slovakia and five other regions within the Czech Republic. Its area of 7,188 km2 covers approximately 9% of the Czech Republic's territory and thus makes the region the fourth largest in the Republic.

Improving the relationship between IT and buisness:

For many years the South Moravian government like many organisations have been maturing their service management capabilities through good use of industry best practices. However, they found that along the journey to IT maturity and increasing value the relationship between IT and business had become very complex. This was making it difficult for the rest of the organisation to understand and see the value, only the cost.

"The South Moravian Government wanted to be able to see IT improvement over time in a more business focused way, rather than just compliance or adherence to industry best practices. As the CIO I knew we had weaknesses and strengths and was using ITIL to help, but the

business wanted to know what it really was like compared to other similar organisations with real detail they could trust."

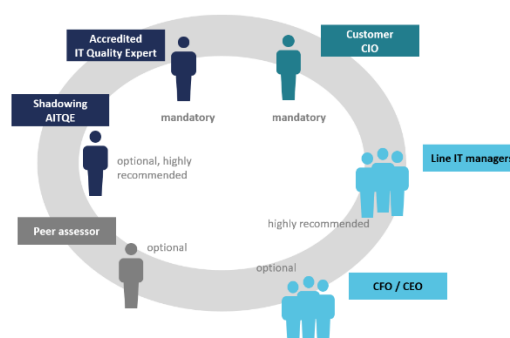*Miroslav Vacula CIO of the South Moravian Government.*

Switching perspective to improve understanding.

The South Moravian Government had to find a new way to increase motivation internally and create more positivity around IT improvements, they had to find a way that worked for both IT and non IT staff to see the bigger picture. Many on both sides were fatigued with change from a long ITSM maturity journey and this radiated outwards to the rest of the organisation and to the people who used the services, many of whom were increasingly tech savvy.

"We wanted something to base line how we performed with a comparison that is worthwhile and drive up engagement in IT to help convince

the rest of the organisation to get involved and collaborate with us."

Miroslav Vacula CIO of the South Moravian Government.

IT QUALITY ® INDEX

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Quality management system fit for IT:

After researching ways to meet these challenges and extend beyond traditional ITSM practices, South Moravia engaged Q4IT and the IT quality Index.

The IT quality management systems helps IT prove the areas in need of focus and those which do not from a more wholistic perspective, shifting away from simply following best practice.

The south Moravian Government found that by adopting this approach the communication of benefits realised from IT are very easy, This has led to departments asking to collaborate more

as they can see the improvements impact on their own departments, they have created a collective vision and ownership across the South Moravian Government achieving a one organisation view.
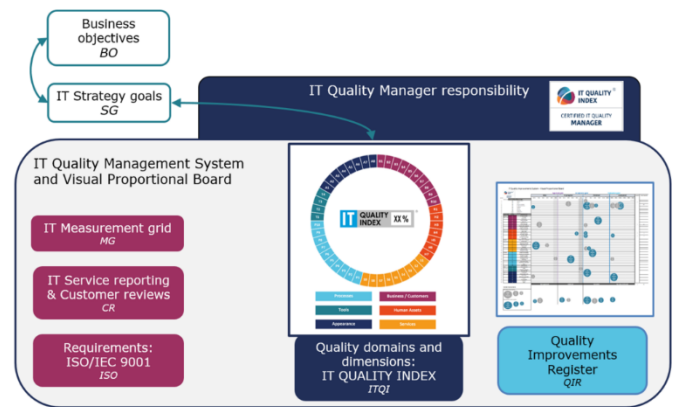
"The organisation has confidence in IT again and can see the improvements that are coming from our work. Our suppliers have also commented that despite the internal view of many seemingly small changes that the impression from the outside is considerable.

This is something every CIO can get a lot of value from, ITQI is inspirational for IT and business alike.

It was also surprising for our colleagues across the business, they really appreciated the results and it filled what they perceived as gaps which affected their confidence and willingness to collaborate more.

The biggest thing was its simplicity, this made using it and understanding it very easy. The more complex your business is getting the more you need simplicity to manage it."

The above case is very common, and CIOs should consider if they could get inspired from it.

- IT Quality Index assessment provides strategic level measurement of IT quality and quality benchmark.
- Q4IT's IT Quality Management System supports IT departments in establishing culture of quality management practices spread across the whole IT organization.

If you want to learn more you can find details here:
IT Quality Index 2019 Edition book, ISBN 9781973818731

Or featured web www.itqualityindex.com