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IT Operational Maturity Self-Assessment

Introduction

Understanding where your organization currently stands in its IT operational maturity journey is the first step toward building a more strategic, efficient, and value-driven technology operation. This self-assessment is designed to help you evaluate your organization's current capabilities across key areas of IT operations and identify opportunities for improvement.

How to Use This Assessment

This assessment contains questions that correspond to different levels of operational maturity, from basic foundational practices to advanced strategic capabilities. For each question, please rate your organization on a scale of 1 to 5:

Rating Scale:

- **1 - We don't do this:** This practice is not currently in place or is completely ad hoc
- **2 - We do this inconsistently:** Some effort exists but lacks structure or consistency
- **3 - We do this adequately:** Basic processes are in place but could be improved
- **4 - We do this well:** Strong practices with room for minor improvements
- **5 - We have excellence in this area:** Best-in-class implementation with measurable results

Instructions:

1. Answer each question honestly based on your organization's current state
2. Consider the overall consistency of practices across your organization, not just isolated successes
3. Focus on actual implementation rather than intentions or plans
4. Take time to discuss questions with relevant team members if needed
5. Your total score will help identify your current maturity level and next steps

Remember, this assessment is a starting point for understanding your operational maturity. There are no "wrong" answers—only opportunities to improve and grow.

Stage: Fructured

Do you currently have any formal IT processes, policies, or documentation in place?

Begin documenting basic IT processes and implement fundamental IT policies. This action is essential to help transition from the 'Chaotic' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Is there a ticketing system for logging or tracking IT issues and support requests?

Implement a basic ticketing and incident management system. This action is essential to help transition from the 'Chaotic' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Stage: Developed

Are regular updates and patching being consistently applied to all systems?

Implement centralized patching and enforce update compliance. This action is essential to help transition from the 'Developing' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Is antivirus and endpoint protection in place for workstation and server environments?

Deploy managed antivirus and endpoint protection. This action is essential to help transition from the 'Developing' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Stage: Defined

Have you implemented structured change management and configuration tracking?

Adopt formal change management procedures and tools. This action is essential to help transition from the 'Defined' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Is there standardization in place for your IT documentation, and is there a process to validate and review?

Standardize documentation practices and review them quarterly. This action is essential to help transition from the 'Defined' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Stage: Managed

Is there integratation between disaster recovery and cybersecurity strategies with your overall planning?

Develop and test DR and security plans aligned with business needs. This action is essential to help transition from the 'Managed' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Do you engage in regular vCIO or strategic IT planning sessions?

Schedule quarterly vCIO sessions to align technology and goals. This action is essential to help transition from the 'Managed' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Stage: Optimized

Are IT staff involved in cross-departmental projects and decision-making?

Assign IT representatives to cross-functional project teams. This action is essential to help transition from the 'Optimized' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Are there business intelligence and reporting tools used to drive decisions?

Deploy BI tools and ensure access to relevant dashboards. This action is essential to help transition from the 'Optimized' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Stage: Transformed

Do you encourage a culture of innovation and agility within IT and across teams?

Promote experimentation, training, and agile frameworks. This action is essential to help transition from the 'Transformed' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Are there strategic partnerships maintained to stay ahead of technology trends?

Build and maintain vendor and industry relationships. This action is essential to help transition from the 'Transformed' stage to the next level of IT maturity by reducing risks and increasing operational consistency and alignment with business goals.

Your Results and Next Steps

Understanding Your Score

Your assessment results provide valuable insight into your organization's current operational maturity level. Each stage of maturity brings specific challenges and opportunities:

- Chaotic/Fractured (Lower scores): Focus on establishing foundational processes and basic safeguards
- Developed/Defined (Mid-range scores): Build systematic approaches and standardize operations
- Managed/Optimized (Higher scores): Align technology strategy with business objectives and measure outcomes
- Transformed (Highest scores): Leverage technology as a competitive advantage and innovation driver

Ready to Elevate Your Operational Maturity?

Understanding your current position is just the beginning. The path to operational excellence requires strategic planning, expert guidance, and systematic implementation of proven practices.

Vertikal6 specializes in helping organizations like yours:
- Assess current operational maturity with comprehensive analysis
- Develop customized roadmaps for improvement
- Implement proven processes and technologies
- Build sustainable practices that drive business value
- Transform IT from a cost center to a strategic advantage

Don't let technology challenges hold your organization back. Our team of experts can help you create a clear path from where you are today to where you need to be tomorrow.

Take Action Today!

Contact Vertikal6 to:
- Receive a detailed analysis of your assessment results
- Discuss your specific operational challenges and goals
- Explore how our proven methodology can accelerate your journey
- Learn about our comprehensive approach to operational maturity

Ready to take your operational maturity to the next level?

Visit vertikal6.com or contact our team directly to schedule a consultation and discover how we can help your organization achieve operational excellence.

Transform your technology operations from reactive fire-fighting to strategic advantage. Your journey to operational maturity starts with a single conversation.

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For more information please visit vertikal6.com