

Public Sector
Minneapolis, MN

Employees
7,800

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

“We have something to finally execute against.”

“We were excited to see how engaged IT and business were at the end of our eight-week assignment. Our ability to overcome the disconnects and aligning the leaders was significant to their success moving forward.”

Executable roadmap jumpstarts IT and business alignment

Five improvement themes help client IT focus on improving relationships and creating value for the lines of businesses they support.

CHALLENGES

Public sector client 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 client 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 client CIO and they 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.

Rapid Response Intervention completed in only eight weeks:

- 36 interviews
- > 450 artifacts reviewed
- 37 survey respondents
- Feedback Report Out Meeting
- Two workshops with 40+ participants
- Final kickoff workshop with 45+ participants

