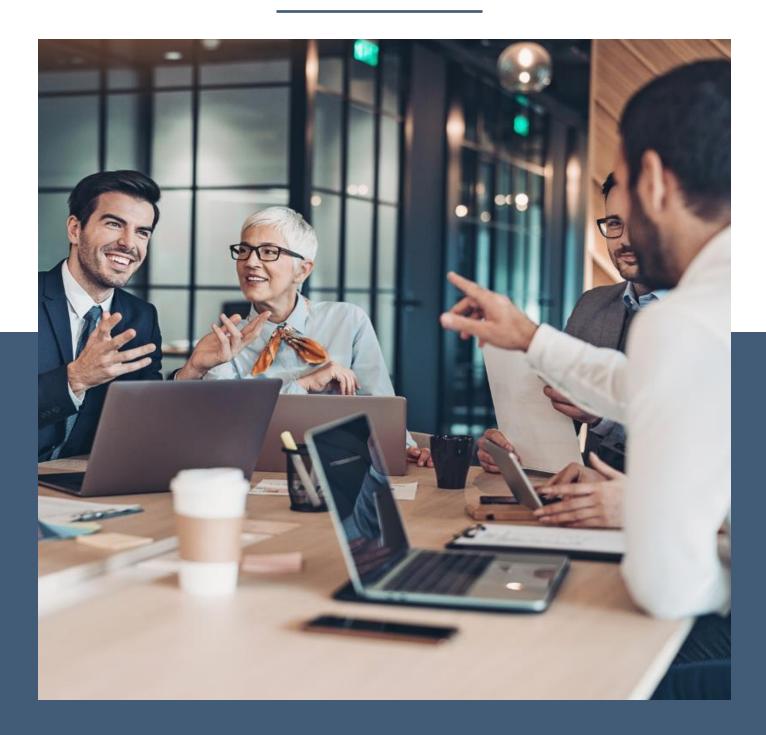


## IT Strategy Quick Start Guide

For SMB Executive Leaders

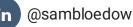


## About Thriveon



#### Sam Bloedow

CEO, Thriveon



When founder and CEO Sam Bloedow started Thriveon in 2002, it was born from a love of technology and the needs of small-to-midsize businesses (SMBs) that weren't being met by their current IT service. Fascinated by how companies could leverage technology to enable growth, Sam founded Thriveon on the philosophy of helping other businesses find success the same way.

As technology continues to evolve, so does the need for strategic guidance. That's why, for the last 20+ years, Thriveon has deployed an approach that proactively eliminates IT risk and supports business growth.

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# Introduction

Crafting an <u>effective IT strategy</u> signals a pivotal moment in the evolution of your company.

This is your guide to understanding how to create, implement and monitor a strategic IT framework that harnesses the transformative power of data and strategic planning.

Whether you're a business leader or IT professional, use the principles and insights in this guide to cultivate a datadriven mindset in your organization's IT strategy.

We encourage you to engage with the content, reflect on your company's challenges and apply the principles to craft an IT strategy specific to your goals.

- Learn the intricacies of developing a data-driven IT strategy
- Uncover how to build and monitor your IT infrastructure to support a robust strategy
- Explore how a well-crafted IT strategy ensures the smoothfunctioning of your IT infrastructure to **drive innovation, efficiency and competitive advantage**





Introduction to IT Strategy



### How Important is Having an IT Strategy?

The strategic role of Information Technology (IT) is critical for modern businesses – technology helps run day-to-day operations. As organizations navigate through constant digital transformation and market dynamics, formulating a robust IT strategy has become more than a business necessity – it's the key to thriving in a competitive landscape.

### First, ask yourself these two questions:

- 1. Is IT stalling business growth?
- 2. Are you making the wrong long-term IT investments?

If the answers are yes or you're not sure, you're ready for a new approach to your IT strategy. IT can add to your company's bottom line if implemented correctly, including ensuring you make the right longterm IT environments.

### The Role of Data in Shaping Effective IT Strategy

The pace at which technology evolves has reshaped how organizations operate, communicate and innovate. The time of static, reactive IT is behind us, and the era of intuition-driven decision-making is giving way to a more sophisticated approach driven by data and strategic planning. Harnessing this potential has become imperative for companies seeking a competitive edge so they can easily adapt and thrive. Companies can also utilize IT strategies to help keep up with these technological advancements, like <u>AI</u> and moving to the <u>cloud</u>, and leveraging them for sustainable growth.

### Have you considered yet how to best adopt AI and Cloud strategies?

Data is not merely a byproduct of business operations; it's a strategic asset that has the power to redefine a company's trajectory, if leveraged effectively. The idea of a datadriven IT strategy transcends the conventional boundaries of decision-making, offering a dynamic and responsive approach to the challenges of the digital age.

Integrating data directly into your IT strategy empowers you to make informed decisions, anticipate trends and navigate the changing complexities of the digital world with confidence.

At its core, IT strategy is a roadmap that aligns your technological initiatives with overarching business goals, so you can leverage technology to solve challenges and anticipate future opportunities.

Explore how a well-crafted IT strategy ensures the smooth functioning of your IT infrastructure and drives innovation, efficiency and competitiveness.





Chapter Two

## Understanding IT Strategy





Understanding IT Strategy

## What Is IT Strategy?

IT strategy is a comprehensive plan that outlines how a company will utilize IT and its investments to achieve its business objectives.

It's not only a technical roadmap; it's a dynamic framework that aligns technology initiatives with the overarching goals of the business to propel growth and deliver value to customers, employees and stakeholders.

An effective IT strategy can help enhance operational efficiency and foster innovation by turning IT into a key contributor to your company's success. It can help all departments (operations, sales, marketing and HR) pursue their objectives, identifying and quantifying the technology's ROI.

Creating and implementing an IT strategy can also stimulate collaboration and consolidation throughout the company with its unified operational approach to harness the transformative power of technology.

#### Aligning IT Goals with Your Overall Business Objectives

A well-crafted IT strategy is not developed in isolation; instead, it's intricately woven into the fabric of the organization's overall strategic plan. This alignment ensures that technology becomes an enabler, propelling the business forward and providing a competitive edge.

#### Impact on Efficiency and Innovation

Implementing an IT strategy has farreaching implications for organizational efficiency and innovation. It enables streamlined operations, reduces redundancy and optimizes resource utilization.

#### **Proactive vs. Reactive**

Waiting until problems arise or market dynamics can lead to missed opportunities and increased risk. An IT strategy helps organizations anticipate changes, adapt to evolving technologies and stay ahead of the competition.





Chapter Three

# Signs of Readiness



## When Do You Need an IT Strategy?

Recognizing when your organization needs an IT strategy is pivotal to steering through the challenges of the digital era. The telltale signs illuminate the necessity for a strategic approach to IT:

- **1. Inefficiencies and Bottlenecks**: A proliferation of inefficiencies in day-to-day operations and bottlenecks in workflow and communication are your first signs of a necessary IT strategy.
- 2. Lack of Alignment with Business Goals: If there is a noticeable disconnect between IT initiatives and broader business objectives, you might need an IT strategy.
- **3. Technological Obsolescence:** Dependence on an outdated system that hinders adaptability or frequent disruptions due to technology that is no longer supported or compatible are other signs.
- **4. Increased Security Risks:** If you experience a lack of a robust security framework that leads to data breaches or escalating cybersecurity threats and vulnerabilities, you might need an IT strategy.

**5. Missed Opportunities for Innovation:** An inability to leverage emerging technologies or falling behind competitors in adopting and adapting to new industry trends are the last signs of a much-needed IT strategy.

#### **Consequences of Neglecting Your IT Strategy**

The repercussions of neglecting a strategic approach to your IT can be severe and impact several facets of your organization.

- **Operational disruption:** Without a well-defined IT strategy, disruptions in operations can become more frequent, leading to downtime and financial losses.
- **Missed business opportunities:** The lack of alignment between IT and business goals can result in missed opportunities for growth, expansion and market leadership.
- **Increased costs:** Reactive approaches to technology challenges often lead to higher costs due to emergency fixes, system overhauls and inefficient resource allocation.
- **Data vulnerability:** In an era of increasing cyber threats, neglecting a comprehensive IT strategy exposes your organization to potential data breaches, risking sensitive information.





#### Signs of Readiness

## **Questions to Ask**

#### The following is a list of strategic questions your IT group should already be answering. A proactive Chief Information Officer (CIO) will answer:

- What is the business risk if there is a misalignment of known IT best practices?
- Are we as cybersecure as we think we are?
- Does everyone have the information they need to make good business decisions?
- How can we use our existing systems to be more productive?
- Are we making the right IT investments for our unique organization?
- Is this the right change for all business functions?
- Is there a more productive way to run the business through technology?







**Chapter Four** 

# Creating Your IT Strategy



## **Creating an Effective IT Strategy**

Embrace the journey of creating an effective IT strategy by understanding that it's not a one-time endeavor; this ongoing process of monitoring, adaptation and refinement ensures your strategy will remain aligned to your changing business goals.

By integrating data, aligning with business objectives and fostering a proactive approach, your company can confidently navigate the ever-evolving complexities of the digital era.

#### Step 1: Gather Your Team

If you try to create your IT plan alone, you'll end up with a fractioned plan. IT touches every department in your company, so include every department head to ensure the entire company and its diverse needs are represented. Collaboration is a vital part of the IT strategy, and it can reveal numerous ways of enabling business processes to proceed with technology successfully.

### Step 2: Undergo a Comprehensive Evaluation

Before moving forward, you must know what you start with. Conduct a thorough assessment of your entire existing IT infrastructure, including hardware and software. Evaluate the performance, scalability and security of all your existing systems, including if you utilize on-premise or cloud data storage systems. Also, identify any strengths, weaknesses, opportunities and threats. This analysis forms the foundation that your IT strategy will be built upon.

#### Step 3: Leverage Data Analytics

For data-driven decision-making, you need data analytics. Historical data provides valuable insights into past performance, enabling predictive analysis for future trends; you can anticipate challenges, identify opportunities and make proactive decisions for success. Establish key performance indicators (KPIs) to measure success and identify areas for improvement. This transforms intuition-based decisions into data-driven ones, enhancing the accuracy and effectiveness of strategic choices.

#### Step 4: Set Clear and Measurable Goals

The cornerstone of a strong IT strategy is a strong business plan. For IT to be effective, it must be aligned with your company's needs and goals. Review your company's one, three and 10-year business plans. By learning about the business objectives for each department, you can identify where IT objectives can contribute directly to the company's overall goals. From there, set clear, measurable and achievable IT goals with deadlines that serve as milestones, guiding the implementation of your IT strategy and providing tangible value to stakeholders.

#### Step 5: Prioritize Initiatives

Prioritize IT initiatives based on their potential impact and feasibility. A systematic approach ensures that resources are allocated efficiently, maximizing each initiative's return on investment (ROI).



## **Creating an Effective IT Strategy**

Efficient ROI positions your organization to adapt swiftly to emerging opportunities and challenges. It also might help to clearly identify the driving force behind your need for the IT strategy so you can determine the end state of the strategy. Are you trying to revamp your IT strategy, or are you building a new one from scratch?

#### Step 6: Open Up to Feedback

Establish a culture of continuous improvement by incorporating feedback loops. Whether it's a suggestion box or strategic meetings, give your staff a voice. Regularly review and adjust your IT strategy based on evolving circumstances, technological advancements and your company's changing needs.

#### Step 7: Allocate Strategic Resources

Allocate resources strategically based on the prioritized initiatives. This ensures that resources are directed towards the most impactful projects, optimizing efficiency and results. Use your IT budget to ensure your technology investments meet your IT goals or can handle innovative ideas that pop up.

#### Ask Yourself:

- 1. What is your IT team not doing today that it needs to start doing to scale with your business plans?
- 2. What is your IT team doing today that it needs to stop because it won't benefit your IT strategy?
- 3. What is working well today in IT that your team should keep doing or expand upon?



Step 8: Identify and Mitigate Potential Risks

This is a multi-part step that helps identify and mitigate potential risks that could compromise your IT strategy:

- Conduct a comprehensive risk assessment to identify potential threats to your IT initiatives.
- Develop contingency plans to address unforeseen challenges and maintain operational continuity.
- Integrate robust cybersecurity measures and train staff on best practices to safeguard against evolving cyber threats.
- Implement basic security measures (multifactor authentication, strong passwords, limited access and air gapping) to ensure the confidentiality and integrity of data.
- Establish an incident response plan, so your company can respond swiftly and effectively to a data breach or cyber attack.





Chapter Five

# Implementing Your IT Strategy





Implementation

## **Implementing Your IT Strategy**

Now that we've explored the foundational aspects of creating a data-driven IT strategy, it's time to focus on the practicalities of implementing this strategy. Successful execution requires a strategic approach that encompasses various dimensions of your company.

**Phased Rollout Strategy:** Adopt a phased implementation plan to roll out your IT strategy systematically. This helps minimize disruptions and facilitate smoother transitions. Start with pilot projects or specific departments, gradually extending the implementation across the entire organization.

**Clear Communication:** Communicate the changes effectively to all stakeholders. Transparency about the goals, timelines and expected outcomes fosters a sense of ownership and collaboration across departments.

**Training and Skill Development:** Invest in training programs and workshops to equip your team with the skills needed to navigate the new IT landscape.

Encourage employees to stay updated on the latest technologies and data analytics tools. This ensures everyone is on the same page, embracing the data-driven culture and maximizing the benefits of the IT strategy. Establish Performance Metrics: Define

clear KPIs aligned with your IT objectives. These metrics will serve as benchmarks, allowing you to track progress and measure the ongoing impact of your initiatives.

**Feedback Loops:** Implement feedback loops to gather insights from users and stakeholders. Regularly monitor the performance of your IT strategy and be receptive, allowing for timely adjustments to optimize outcomes.

#### **Adjust When Needed**

The digital landscape is constantly evolving, so your strategy should evolve with it – stay adaptive and agile by adjusting your approach based on changing business requirements and technological advancements. Keeping an agile mindset allows your company to adapt swiftly to changes.

Regularly assess the alignment of your IT initiatives with broader business goals. Ensure that your strategy remains tightly integrated with the overarching company objectives by adjusting when needed. Finally, encourage proactive adjustments to capitalize on emerging opportunities. The ability to pivot in response to new information and data insights is a hallmark of successful, data-driven organizations.





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Chapter Six

# Monitoring Your IT Strategy



#### Monitoring

## **Monitoring Your IT Strategy**

Measuring success and making informed adjustments is crucial for long-term sustainability and continuous improvement. Learn how to ensure that your data-driven IT strategy remains effective and relevant with constant monitoring.

**Assess KPIs:** Remember those KPIs we mentioned earlier? You'll want to regularly assess and analyze those metrics to measure your IT strategy's performance. They should provide insights into the impact on efficiency, innovation and overall alignment with business goals. Be flexible in adapting your KPIs based on evolving organizational priorities. Your measurement framework should reflect the changing nature of your business and its goals.

**Utilize Feedback:** By seeking feedback from end-users and stakeholders, you can understand their experiences and challenges to uncover opportunities for improvement and ensure your IT strategy meets their needs.

**Benchmarking and Industry Standards:** Benchmark your company's performance against industry standards and best practices to provide valuable insights into areas where your IT strategy excels and where adjustments can be made. Remain vigilant about industry trends and emerging technologies so you can incorporate relevant advancements into your IT strategy to maintain a competitive edge.

**Hold Regular Strategy Meetings:** Conduct regular strategy review meetings to discuss progress, address challenges and collectively strategize with key stakeholders. Encourage stakeholders to share ideas for enhancing the IT strategy and implementing innovative solutions. This ensures your business can promptly maintain its momentum and stay ahead of the competition.







Chapter Seven

## Keys to Sustained Success



## **Keys to Sustained Success**

As we conclude our exploration of creating, implementing and monitoring a data-driven IT strategy, it's crucial to reflect on the transformative journey that lies ahead – this continuous journey of adaption, learning and growth ensures your IT strategy embraces technological changes, shifting market dynamics and new company needs.

#### Keys to Sustained Success

- 1. Data is a Strategic Asset: Embrace the power of data in your decision-making process. Leverage data analytics to uncover insights, anticipate trends and drive innovation.
- 2. Align with Business Goals: Ensure your IT strategy remains tightly aligned with broad business objectives. Regularly assess and realign priorities to reflect your company's changing needs.
- **3. Feedback Loops and Training:** Solicit feedback from end-users and stakeholders to refine and enhance your strategy continually. Host strategy meetings and invest in training programs for staff.
- **4. Agility and Adaptability:** Embrace an agile mindset to adapt to changing circumstances swiftly. Adjust your strategy based on feedback, performance metrics and emerging industry trends.

#### 5. Security is Non-

**Negotiable:** Robust security measures must underpin the journey to a datadriven future. Establish clear policies, cultivate a culture of ethical data use and implement proactive cybersecurity measures to safeguard the integrity and confidentiality of data.

6. Take proactive measures: Too often IT is consumed fighting fires each day. As you scale, it is key to proactively prevent issues from happening in the first place, so there is enough capacity to work on



#### Your ability to navigate these changes hinges on the resilience and adaptability of your IT strategy.

#### The Road Ahead

As you embark on creating, implementing and monitoring your data-driven IT strategy, remember that success is not a static destination but a dynamic one. Celebrate achievements, learn from challenges and view milestones as steppingstones toward continued excellence.

#### The future belongs to organizations that not only understand the importance of a data-driven IT strategy but actively nurture and evolve it.

With this tool, your company can gain a competitive edge, navigate the complexities of the digital future and thrive in the face of uncertainty.





## Let's Get Started

Whether you are at the initial stages of formulating a comprehensive plan or seeking to optimize your existing IT framework, Thriveon is here to guide you.

Every Thriveon Managed IT client receives a dedicated Fractional Chief Information Officer (CIO) who is committed to providing strategic insights, aligning technology initiatives with your business goals, and ensuring that your IT investments contribute to the overall success of your organization. At Thriveon, we recognize the significance of a tailored IT strategy, and our dedicated CIO plays a pivotal role in navigating your business through the complexities of the digital landscape, fostering innovation, and driving sustainable growth.

#### **GET STARTED**



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