



Information Technology Group

Priority Focus Areas

Customer Satisfaction

We exist to serve our members. Providing excellent customer service is vital to our existence. Therefore, the only way to measure the success of the information technology (IT) area, all business units, and the entire organization, is to conduct a customer satisfaction survey. Survey results highlight areas of the business that require attention.

Delivering Business Value

All business units, including IT, need to deliver business value to the organization to succeed. In IT, this means ensuring that technology projects come into existence to meet real business needs and solve problems. These projects generally fall into one of three categories: enhance customer service, improve operational efficiency, or improve overall effectiveness. There are no technology projects, only business projects. Alignment between the business and IT comes from good IT governance and a view of IT as a strategic asset instead of an expense.

Risk Management

The practice of good risk management will highlight those areas of the business that require attention, and attention can be focused on these areas to mitigate risks as best as possible. A risk assessment should cover the entire business and can include everything from unsatisfied customers to regulatory compliance to old computer systems that hinder employee productivity rather than enhance it.

Enabling Technologies

Alignment of business and IT is a two-way street. The business must point out their needs and problems, and IT must continually make the business aware of new enabling technologies that exist that may be able to help the business move forward.

Business Process Management

Business processes should be continually evaluated. Never should it be said: "We do it this way because it's always been done this way." The business, customers, employees, and technology all change. Business processes need to be continually reviewed and evaluated for optimum performance.