



Benchmarking Your IT Maturity

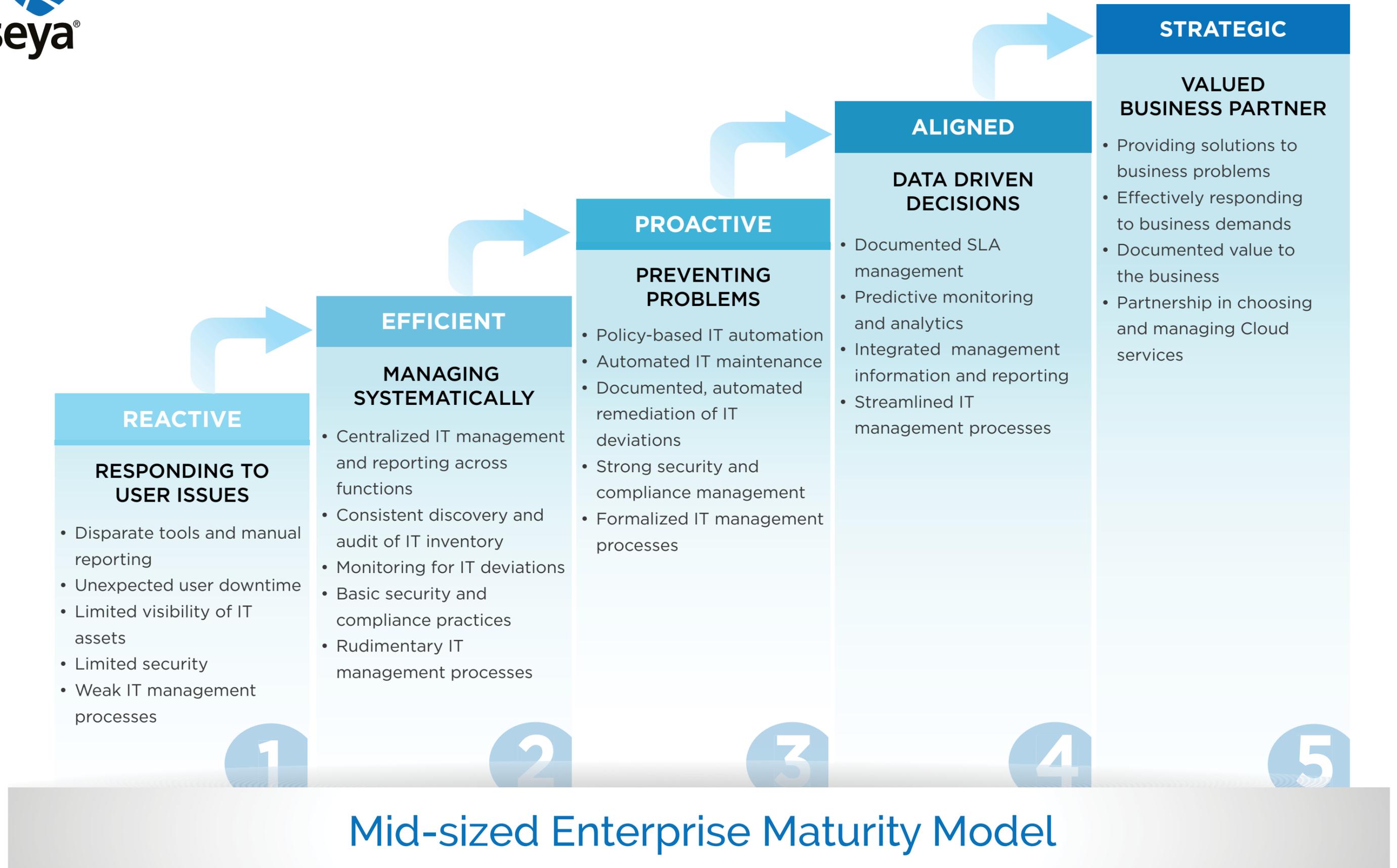
Benchmarking Your IT Management Maturity

IT organizations in mid-sized enterprises today are facing an ever-growing set of challenges. As if existing complexity wasn't enough, new trends like Cloud and mobility are putting significant new requirements on IT departments that are already strained in terms of budget and manpower. In order for IT organizations to survive and thrive in today's world and into the future, they need to focus on evolving their organization and its processes to support new requirements, while still delivering on the old ones, increasing the value they can deliver for the business, and continually increasing the quality and efficiency of the IT services they provide.

So how can you do this? It starts with knowing where you are and developing a strategy for where you are going. To help companies assess their IT management maturity and roadmap, Kaseya created the **Mid-sized Enterprise Maturity Model**.

This model starts with a purely reactive state and progresses through a series of stages to the optimized state of IT operations in which IT offers documented and well-understood value to the business and actively participates in business strategy creation and execution.





Mid-sized Enterprise Maturity Model

Reactive

Level 1, **REACTIVE**, of the maturity model is best characterized as a state of ad hoc tools and undefined processes that are more focused on reacting to daily events than systematically avoiding problems before they arise.

As mid-sized enterprises build out their initial technology infrastructure and launch new IT services, the attention is on design and implementation. Effectively managing the IT infrastructure once it is operational is often not planned for adequately. Lack of resources and time then force organizations to manage in an ad hoc manner, as they scramble to solve problems that arise rather than getting ahead of them.

The term “reactive” not only characterizes the behavior of IT ops personnel, but also the tools and processes implemented to solve problems that become persistent or routine. As time progresses, clear signs of inefficiency and challenges in service delivery emerge, forcing IT departments to consider a better approach.



Efficient

IT organizations that attain level 2, **EFFICIENT**, of the maturity model have moved from reactive to systematic management to achieve greater IT efficiency. Separate ad hoc tools have been replaced by centralized management and reporting with consistent discovery and auditing, and effective monitoring for IT deviations. More effective management solutions have allowed for improved management processes, where IT teams have established specific procedures to follow to address common issues.

At level 2, IT organizations have also established basic security and compliance practices to eliminate the more common security gaps, such as weak passwords, inconsistent virus protection and poor employee behavior. Level 2 security capabilities typically include multi-factor authentication, good antivirus protection, and basic security training for employees.

Maturity level 2 capabilities become a foundation for moving to level 3, "Proactive".



Proactive

IT organizations that reach level 3 **PROACTIVE**, are using policy-based automation to improve the quality of services delivered to the business and dramatically improve IT efficiency. Routine maintenance tasks such as software updates and patches, bloatware removal and password management are automated, freeing up the IT teams' time to focus on critical projects to support the business.

Event-based automated remediation is another best practice employed at the "Proactive" level. Driven by the effective monitoring and alerting established at level 2, IT teams can automate many initial remediation steps, such as disk clean-up based on an alert of high CPU usage, backup rerun on failed backup, or closing support tickets triggered by one-time random events. With these automated steps, "Proactive" IT organizations are able to get ahead of problems, so many never occur, and streamline their IT management processes for faster problem resolution and greater IT efficiency.

At level 3, IT organizations also achieve strong security and compliance management to further secure sensitive data. In addition to multi-factor authentication from level 2, password management with Single Sign-On (SSO) is added to achieve robust Identity and Access Management (IAM), ensuring that the right people (and only the right people) get access to the right information.



Aligned

In the first three levels of the maturity model, IT organizations of mid-sized enterprises are managing the systems infrastructure with a primary focus on availability and efficiency. Are the computers, servers and network up and running, updated with the latest software and not over-utilized?

As IT organizations enter level 4, **ALIGNED**, they have automated many of their daily IT functions and thus are able to focus their attentions on the alignment of IT services with business needs. At this level, mid-sized enterprises are tracking and managing against documented service levels with a clear contract between IT and the business established and measured. Further, IT organizations are able to use a strong analytics capability and a comprehensive data set to optimize IT operations, and improve decision-making using predictive monitoring and integrated management reporting.

Improved IT information, decision-making and reporting opens up the door for IT leaders to engage the enterprise as more credible strategic partners.



Strategic

The highest level of maturity **STRATEGIC** is best characterized by IT's transformation from being a support arm that executes the business plan to a strategic asset and an active participant in determining the business strategy.

At this level, IT organizations have highly mature, proactive and automated processes in place to meet service expectations, and they are able to demonstrate value to the business on an ongoing basis. IT leaders are able to focus their time and expertise on projects that directly impact revenue and profits. IT brings new ideas to the table that can add new business value and provide transformative new technology-based programs.

New IT projects are planned and completed at the speed of the business. IT leaders utilize the most modern technologies, tailored to the support the business, and IT and the business work hand in hand to determine which applications and services best meet the needs of the business, whether they are Cloud-based or internally hosted. Business leaders are confident in IT's ability to deliver with consistency and reliability.



CONCLUSION

IT organizations in mid-sized enterprises today are facing an ever-growing set of challenges, and in order to survive and thrive in today's world and into the future, they need to focus on evolving their organization and its processes to support new requirements, while still delivering on the old ones. To help companies assess their evolution, Kaseya created the Mid-sized Enterprise Management Maturity Model.

Starting from a purely reactive state and progressing through a series of stages, the maturity model highlights important competencies required to achieve the next level of maturity. Benchmarking against this model of advancing maturity and sophistication enables mid-sized enterprises to map out a plan to evolve their organizations to meet new requirements and drive tremendous value and efficiency for the business.

Kaseya provides the IT management solutions that mid-sized enterprises need to address their current challenges and advance their IT maturity to prepare for a successful future, even as complexity and new challenges continue to advance.

For more information please visit us at www.kaseya.com.

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Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com

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