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TECHNOLOGY SUCCESS SCORECARD

Overview

The purpose of this scorecard is to determine the overall health of your organization's technology infrastructure. Read through each section and score each question using the following scale.

> 2 points = This Statement is Completely True
> 1 point = This Statement is True but Requires Improvement
> 0 points = This Statement is Not True

Mark the space to the right of each question with the corresponding point value. When you have finished the scorecard, total your points from each section, add the sections together and apply your point total to the "Calculating Your Score" descriptions. Your score will range from 0 to 50.

Infrastructure

My organization maintains an inventory of all IT equipment and with our IT personnel, we have implemented a sustainable workstation hardware refresh cycle.   _____

My IT personnel works proactively to monitor our server infrastructure for failures and performance issues so that business affecting incidents can be prevented.   _____

My organization has a properly segmented corporate network and our IT personnel proactively monitors the network for quality of service issues.   _____

My IT personnel applies regular security patches and updates across my technology infrastructure.   _____

My organization receives timely response and effective resolutions from our IT personnel and the results are meeting my organization's expectations.   _____

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Cybersecurity

I am confident that my organization has the proper cybersecurity software deployed to protect personal and corporate data from malicious attacks such as ransomware. _____

My IT personnel engages regularly with our employees and properly trains them to identify ransomware, phishing and social engineering attacks coming from email, text message and web sites. _____

The level of cybersecurity insurance carried by my business is adequate to protect my organization and clients from financial loss. _____

All organization IT systems and devices that contain sensitive company information are encrypted to protect against loss or theft. _____

My organization uses two factor authentication across all critical line of business applications. _____

Business Strategy

My organization views technology as an investment, not a cost and we implement best practices when recommended by our IT personnel. _____

Our IT personnel perform a regular technical alignment process to identify areas of our technology infrastructure that do not meet best practices. _____

We meet regularly with our IT personnel to asses risk, discuss strategy and perform IT budget planning and technology roadmaps for our organization. _____

We have a clear process for making IT related decisions in our organization and communication with our technology team is clear and consistent. _____

My IT personnel are regularly bringing advances in technology to our attention, which increase employee productivity and give our organization an edge over competitors within our industry. _____

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Disaster Planning

We regularly review our backup strategy with our IT personnel and we adhere to a documented process for backup frequency, retention and backup location.   _____

Our IT personnel performs regular recovery testing and we have a clear time objective for restoring critical systems and data.   _____

We understand how our technology infrastructure supports our key business processes and we have calculated our costs of technology infrastructure downtime.   _____

We have a well-defined disaster response team with clearly defined roles, responsibilities and communication protocols.   _____

We are confident that our organization has the proper systems, plans and personnel in place to meet our organization's expectations for disaster and data recovery.   _____

Software & Compliance

Our organization's software licensing is current and we are confident that we would pass an audit.   _____

Our server and workstation operating systems are not "End of Life" and are actively supported by the software manufacturer.   _____

Our critical line of business applications maintain active support contracts and my IT personnel work directly with the relevant vendors to support those applications.   _____

Our organization performs risk assessments and part of a scheduled routine and corrects issues identified in the assessment.   _____

We know that our organization is meeting regulatory compliance standards such as PCI, HIPAA, NIST or GLBA.   _____

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CALCULATING YOUR SCORE

Total Score from Sections   _____

45-50: EXCELLENT
Your organization has an extremely healthy and efficient IT process and infrastructure. You are well positioned to mitigate risk and the negative impact to your business from disaster will be minimal.

35-44: GOOD
Your organization's technology infrastructure is in good shape and you are well positioned to achieve technology success, however, you should review your score with your IT personnel and make improvements where you are lacking.

25-34: REQUIRES IMPROVEMENT
Your organization's technology infrastructure requires improvement. You have several key components in place for technology success, however, you still have a lot of work to do. Review your results with your IT personnel, create an improvement strategy and prioritize the items on your strategy based upon the impact to your organization.

14-24: YOU ARE AT GREAT RISK
Your organization is at great risk! You are lacking many critical technology processes and your organization's chance of surviving disaster is low. You experience frequent frustration with your technology, which is critically affecting the success of your organization. Meet with your IT personnel immediately to address required improvements, create a strategy for change and prioritize the items on your strategy based upon the impact to your organization.

13 & BELOW: TECHNOLOGY FAILURE
Your organization is barely surviving and your frustration with your technology is extremely high. You are not seeing your organization's technology as an investment and it's having significant negative impact to your business. If you do not have dedicated IT personnel, you must address that business need immediately. If your organization already has dedicated IT personnel, you need to meet with them immediately to address your organization's lack of focus on technology success.

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