



Statistics Denmark

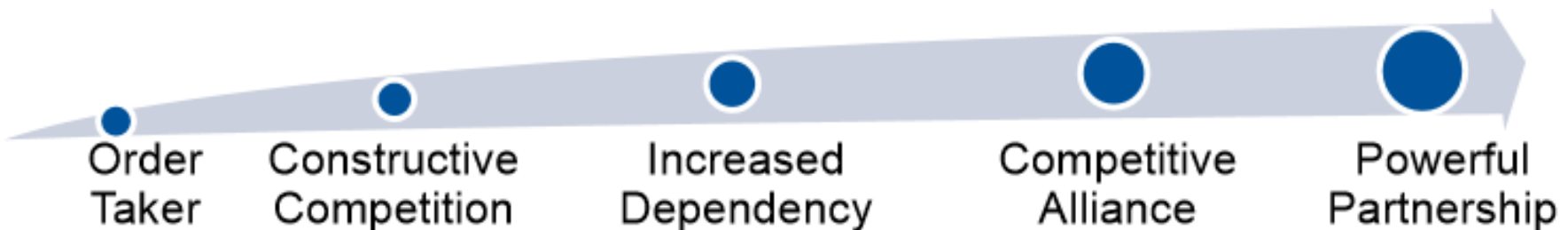
IT: From order taker to powerful business partner
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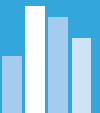
Talent development: from order taker to powerful business partner



- Harmonized and reliable IT operations and support
- IT service delivery principles and SLA are known and accepted
- Be aware of norms + demands with regard to IT-security
- Make a plan for '*out of the engine room*' and seek to design dialogue supporting frameworks

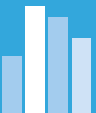


- Conduct with regard to 10 indicators from Gartner
- Maturity journey



10 indicators to determine level of maturity in relation between IT and business

	Indicator	Yes or No
1	IT staff feel they cannot say, "No"	
2	IT staff are working well over capacity	
3	IT staff feel their efforts are not appreciated	
4	IT staff are unable to influence business decision making, even on IT matters	
5	Non-IT colleagues are difficult to engage	
6	Non-IT colleagues are disrespectful of IT staff	
7	IT's portfolio of work is nonstrategic and uninteresting	
8	Cross-business-unit initiatives have a high failure rate	
9	Disputes frequently arise over control, budgets and ownership	
10	KPIs and formal agreements dominate relationships	



From order taker to powerful partner

Self evaluation

Indicator of partnership IT-business:	Yes/No
Employees in IT feel it is okay to say 'no' if needed	
Employees in IT are empowered and not overworked	
Employees in IT experience acknowledgement for their effort and work	
IT is able to influence the business side, especially in IT matters	
Non-IT personnel are easy to engage	
Non-IT personnel are respectful of IT staff	
Cross-business unit initiatives have a high success rate	
IT's portfolio of work is strategic and interesting	
Disputes about control, budgets and ownership are infrequent	
Relationship between IT and business is not dominated by KPI's and formal agreements	



Competencies for a high performance culture and IT as a business partner

Technical and IT related skills

- Understanding of technology
- Data Management
- IT security (+GDPR)
- Ability to talk with technology providers
- Expertise: to be able to say yes and no in relevant situations
- Cloud, Big Data etc.

Other professional skills

- Talent for communication of complicated IT details
- Strategy and vision
- Business oriented, i.e. know the business demands and requirements

Personal skills

- Adaptable with regard to change
- Cooperation skills
- Service minded
- Quality oriented



Aspects of talent development



- "When you have this role you must have these skills and this way of treating customers"
- Example of a skill matrix:

	Security skill #1	Security skill #2	Operational skill #1	Operational skill #2	Development skill#1	Development skill#2
André	x	x				
Charlie			x	x		
Gabriel	x	x	x	x		
Raphaël				x	x	x
Élise	x		x			x
Léo	x					
Louis	x	x				
Lucas		x	x	x		
Jeanne				x	x	
Adam				x	x	
Gabriella				x		x
Arthur					x	x

