

A decorative border composed of intricate black floral and scrollwork patterns, framing the central text. The design is symmetrical and features detailed leaves, swirls, and circular motifs.

INFO~TECH
RESEARCH GROUP



Info-Tech Research Group Inc. is pleased to provide streamlined IT Research and Advisory Subscription and Consulting Services to any agency on the State of Michigan MiDeal Members list. This brochure is intended to provide information at-a-glance to understand if Info-Tech's services are right for you.

If you have questions, or need support, or are interested in scheduling a call with one of our representatives who can help you further, please contact us at: [Become a member - Book a call](#) – Fill out the required information to schedule a date and time that works for you.

You can also visit our MiDeal – State of Michigan webpage for details: [State of Michigan - MiDeal | Info-Tech Research Group \(infotech.com\)](#)

We look forward to meeting you!

Membership

Everything you need to succeed is at your fingertips.

What's in it for you

Plan and Achieve Your Goals

We Work for You

The Info-Tech membership serves your firm; the Counselor serves you as an executive. Regular visits integrate your Counselor as a trusted part of your leadership circle.

Build Your Plan

We custom-design a set of activities to ensure you meet your goals for the year.

Get It Done

More than just advice, we create work product in each session to create value in your role.

Extend Your Influence and Brand

Systematically improve your performance as an executive.

Strengthen your ability to work with the C-suite.

Grow your own leadership skills, as well as those of your team.

An Info-Tech Membership Provides



Service Delivery

- Dedicated Executive Counselor
- Dedicated Account Manager
- Customized Key Initiative Plan
- Monthly Check-In Calls
- Onsite Counselor Visits



Research Content

- People & Leadership Research
- Technology Project Research
- Annual Trends Reports
- IT Process Research
- Industry-Specific Content*
- Software Selection Content



Advisory Services

- Five-Day Workshop**
- Industry Roundtables**
- Unlimited Analyst Calls
- Concierge Services*
- Contract Review Service



Digital Experiences

- 360-Degree Feedback Tool*
- Leadership Development Program
- IT Diagnostic Programs
- IT Metrics Dashboard
- Info-Tech Academy Training Platform

*Executive Counselor and CIO Counselor Memberships only

**CIO Counselor Membership only

Service Delivery

Prepare for a world-class Counselor experience.

Your Dedicated Counselor Will

Tailor **onsite and remote engagements** to your goals, needs, and priorities.

Guide you to **establish stronger relationships** and influence with stakeholders and across the C-suite.

Expand your strategic role in the organization by driving business strategy.

Improve your brand management to **increase your perceived value** to the organization.

Develop a personal effectiveness plan to **enhance your strategic leadership**, business acumen, and value.

You Will Benefit From

Leadership, Coaching, and Decision Support.

Info-Tech's 90-Day "Follow-Me" Service.

Monthly Counselor Calls.

Counselor One-on-One Sessions

Throughout the year your Counselor will run confidential one-on-one sessions where you can work through your agenda. Your Counselor will address your top personal and organizational challenges, presenting relevant research and conducting working sessions.

Custom Key Initiative Plan

Your Counselor will work with you to build a fully customized plan of your top three to five initiatives and map them to all relevant Info-Tech content and experiences to assist with execution and to ensure success.

Your One-on-One Executive Sessions Cover Your Agenda

| | | |
|---|--|------------------------------------|
| 360 Performance Feedback | Digital Business Strategy Review | Organizational Assessment |
| Budget-Planning Exercise | Emerging Technology Landscape | Project Portfolio Prioritization |
| Business Value of IT Development | Executive Communication Planning and Development | Risk Assessment Analysis |
| Business Stakeholder Engagement | IT Strategy Review | Role Counsel and Brand Improvement |
| Contextualized Research for Your Agenda | Leadership Development | |

A Year in the Life of a Counselor Membership

| PROJECT | Refine Your IT Strategy & IT Governance | Improve Service Management Capabilities | Conduct an IPO Readiness Assessment | Improve Security Readiness and Recovery |
|-------------------|---|--|---|---|
| OUR UNDERSTANDING | <ul style="list-style-type: none"> IT strategy, IT governance, and decision making have been identified as needs during our discussions You have expressed an interest in benchmarking data on IT spend for your industry as an input to your budget | <ul style="list-style-type: none"> Your organization has identified a need to target product areas that enhance business capability through shared services The organization is missing out on opportunities to automate, remove redundancies, and shift to higher-value work. | <ul style="list-style-type: none"> Your organization wants to have an IT readiness “playbook” or checklist for IPO readiness. This is desired to lower the risk of IPO readiness as much as possible and ensure IT remains an enabler of agility and execution regardless of the business event pursued | <ul style="list-style-type: none"> Disaster recover planning has been identified as a need at your organization You need to provide a sustainable, secure technical architectural and operational capability that serves corporate IT and operational technology functions. |
| PROPOSED SUPPORT | <p>Monthly Counselor Calls</p> <ul style="list-style-type: none"> Business Stakeholder Engagement Coaching How to Build an Optimized IT Update Presentation Budget-Planning Exercise <p>Guided Implementation & Diagnostics</p> <ul style="list-style-type: none"> Business Vision Diagnostic Management & Governance Diagnostic Build an IT Budget Guided Implementation | <p>Monthly Counselor Calls</p> <ul style="list-style-type: none"> Discussion on Service Management Research Discussion on Diagnostic Results Review and Update of Key Initiatives <p>Guided Implementation & Diagnostics</p> <ul style="list-style-type: none"> End User Satisfaction Diagnostic Standardize the Service Desk Guided Implementation Build a Continual Improvement Plan for the Service Desk Optimize the Service Desk Guided Implementation | <p>Monthly Counselor Calls</p> <ul style="list-style-type: none"> Coaching on IPO Preparation Discussion on GDPR Considerations Review of Application Portfolio <p>Guided Implementation & Diagnostics</p> <ul style="list-style-type: none"> Comply with Security Requirements SOX Guided Implementation | <p>Monthly Counselor Calls</p> <ul style="list-style-type: none"> Discussion on Curated Research Review and Update of Key Initiatives Setting Goals for the Upcoming Year <p>Guided Implementation & Diagnostics</p> <ul style="list-style-type: none"> IT Security Diagnostic Program Create a Right-Sized Disaster Recovery Plan Guided Implementation |
| TIMING | <p style="text-align: center;">Q1</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Counselor Session to Perform an IT Strategy Review </div> <div style="text-align: center;">  IT Governance Workshop </div> </div> | <p style="text-align: center;">Q2</p> <div style="text-align: center;">  Counselor Session on Executive Communication Planning & Development </div> | <p style="text-align: center;">Q3</p> <div style="text-align: center;">  Counselor Session on Risk Assessment Analysis </div> | <p style="text-align: center;">Q4</p> <div style="text-align: center;">  Counselor Session on Performing an Organizational Assessment </div> |

Advisory Services

Leverage our team of subject matter experts.

Unlimited Analyst Calls

Phone access to our team of subject matter experts to guide members through their most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

Front-of-the-Line Analyst Access

Members receive priority booking and are guaranteed an analyst call within one business day after the request is submitted.

Rapid Application Selection as a Service

Five advisory calls over a five-week period to accelerate and improve the member's software selection process.

Custom Benchmarking

The ability to request customized benchmark reporting from our vast database and member network by using our Diagnostic and Benchmarking services.

Comprehensive Contract Review

Unlimited access to our IT contracts experts who provide members with a thorough assessment of the terms and conditions and proposed spending to help the member get the best deal possible. The member receives a written summary of the notes and recommended next steps to optimize upcoming purchases and renewals.

CIO Counselor Exclusives

Five-Day Onsite or Online Workshop: A five-day onsite or online engagement where our expert facilitators help you complete a key initiative, work through critical project deliverables, and train your team.

Industry Roundtables & Benchmarking: Access to monthly virtual and in-person industry roundtable discussions and peer networking to explore common challenges, share best practices, and help shape our industry research agenda.

Premium Industry-Specific Content: In-depth, industry-specific research content that includes benchmarking reports, trends analysis, technology evaluations, and reference architectures.

Executive & CIO Counselor Exclusives

Concierge Services: A powerful set of over 20 high-impact, single-day consulting engagements designed to be delivered online or onsite.

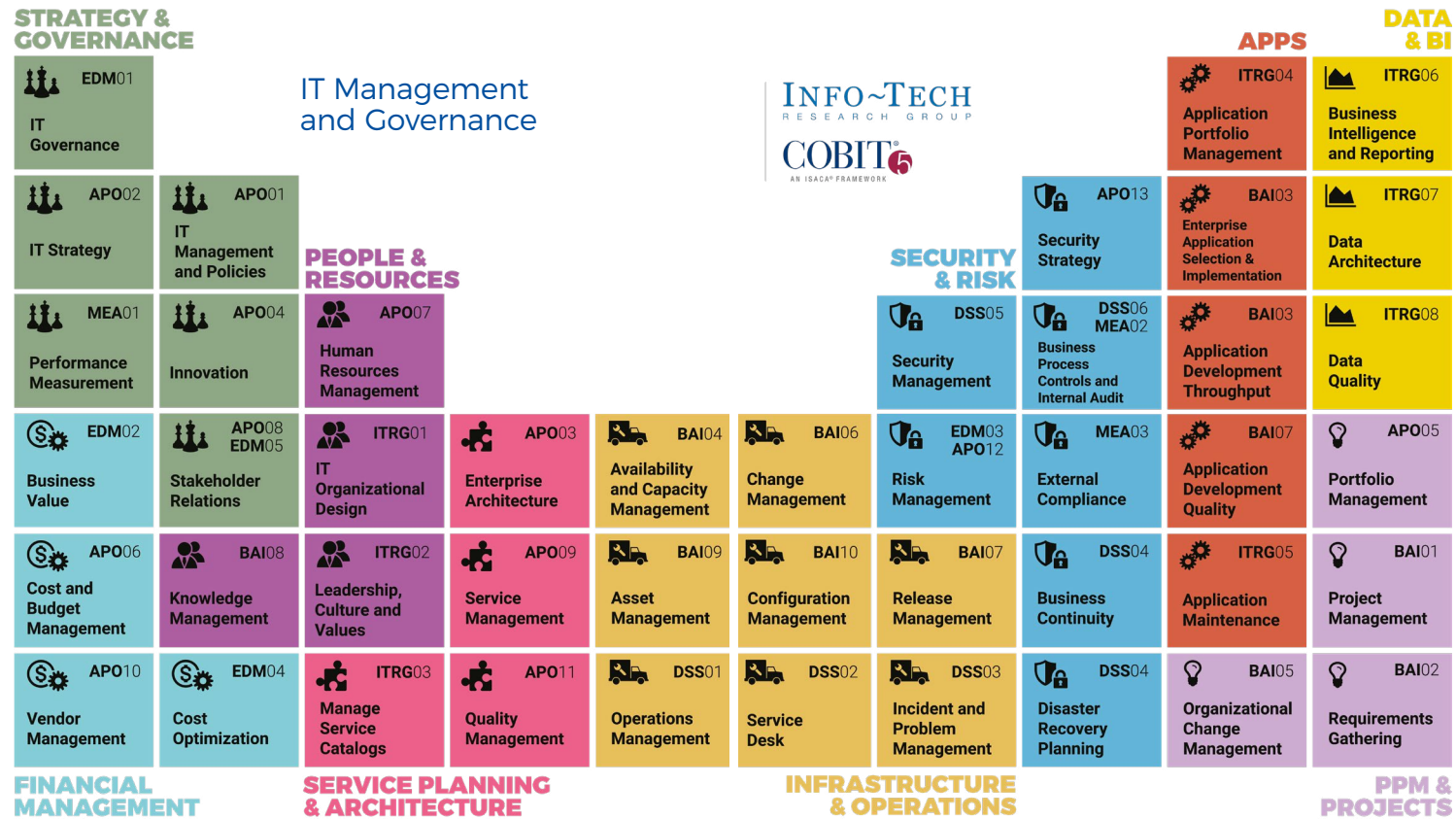
360-Degree Feedback Tool: An easy-to-use, customizable employee feedback tool to give IT leaders a multifaceted evaluation across their key competencies.

Research Content

45 comprehensive, connected methodologies for improving core IT processes

The overall success of an IT department will depend on the strength of its underlying core processes. Improving your processes means that you spend less time fighting fires and more time delivering exceptional business value.

- 150+ Job Descriptions
- 450+ Project Blueprints
- 1,000+ Ready-to-Use Tools
- 1,500+ Templates and Policies



Additional Research Content

Industry Roundtable and Benchmarking*

- Industry-Specific Research and Benchmarking
- Industry Trends and Reports
- Reference Architectures

Software Selection Content

- Data Quadrant Reports
- Emotional Footprint Reports
- Product Scorecards

*CIO Counselor Exclusive

Workshops

Your most pressing IT problems solved in one

Over five days, our expert facilitators help you complete a key initiative, work through critical project deliverables, and train your team. We use a learning-based approach to implement Info-Tech methodologies tailored to your unique situation.

Top Workshops

Build a Business-Aligned
IT Strategy

Create Your
Digital Strategy

Improve **IT Governance**
to Drive Business
Results

Redesign Your IT
**Organizational
Structure**

3,276

Workshops Delivered

9.4 out of 10

Average Overall
Workshop Experience
Score

\$124,777

Average Savings From
Each Workshop

**High-Value,
Standard Pricing,
No-Hassle**

One five-day workshop
is included in all CIO

Proven Results

"I accomplished my goals of trying to create the strategic pillars and having a structure that would live on for years to come, as well as getting into the weeds on the things we want to get very specific on for the next three years. With Info-Tech's help, we accomplished both."

Dave Roach, Chief Information Officer

Consulting

Big-firm experience with small-firm agility

Leveraging the deep knowledge of our renowned research firm, our management consultants build practical, tactical, and actionable roadmaps for IT departments to harness the power of technology.

Top Engagements

IT Operating Model

Harness the true value of IT

- Unify business and IT
- Enable business process innovation
- Boost organizational agility
- Serve customers better
- Convey IT value to stakeholders

Data Management

Use data to help your business stay ahead

- Facilitate easy access to critical data
- Gain a 360-degree view of customers
- Drive data-driven decision making
- Build strong integration capabilities
- Ensure regulatory compliance

Vendor Management

Get more from your vendors than just the bill

- Stay on budget
- Spend less time managing relationships
- Minimize system downtime
- Build clear cases for change
- Ensure stakeholder confidence

Total Cost of Ownership

Help boards and executives understand true IT spend

- Prioritize effectively
- Create a holistic view of your project costs
- Enhance decision-making capabilities
- Obtain better ROI from IT initiatives
- Negotiate with vendors more effectively

Second Tier Consulting Services

Our consulting services provide you with expert practitioners and advisors throughout the duration of your engagement, enabling you to effectively outsource your IT initiative or project to those with the knowledge, skills, and tools to deliver quality-driven value.

Leveraging the deep knowledge of our renowned research firm, our management consultants build practical, tactical, and actionable roadmaps for IT departments to harness the power of technology. Whether resolving complex issues or accelerating projects, our custom engagements drive measurable results, not only in the next three to six months but also in the years beyond. With decades of IT consulting experience, our principals have introduced cultures of innovation across various industries in public and private sectors, empowering IT professionals to execute and accelerate strategic initiatives that drive value for their organization at any stage.

To speak with Info-Tech for Consulting Services, please contact Joe Perovich:



Joe Perovich

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Info-Tech Second Tier Consulting Services Offerings

CIO Advisory

- Business Strategy
- Vendor Management
- IT Cost Optimization
- Digital Strategy
- Application Portfolio Management
- IT Governance

Enterprise Applications

- ERP Strategy & Selection
- CRM Strategy & Selection
- HRIS Strategy & Selection
- Application Alternatives Assessment

Data & Analytics

- Data Governance
- Data Strategy
- Agile Data Transformation
- Enterprise Content Management
- Analytics and BI Strategy

Infrastructure & Operations

- IT Assessment
- IT Disaster recovery
- Cloud Strategy
- IT Shared Services
- Business Continuity Planning

PPM & Assurance

- Independent Validation & Verification
- PMO Setup
- Project Management
- Project management of Capital Projects

Security, Compliance, & Risk

- Security Audit
- Security Assessment
- Compliance Risk Assessment

Organization Transformation & HR

- Organizational Cultural Assessment and Development
- Workforce Planning
- People Strategy & Organizational Design
- Diversity, Equity & Inclusion
- Organizational Change Management
- Leadership Development

You can visit our MiDeal landing page for more information:
[State of Michigan - MiDeal | Info-Tech Research Group \(infotech.com\)](#)

Infrastructure and Operations

| Info-Tech has Established Standard Approaches for the Following Solutions | Service Management and Delivery Optimization | Business Resiliency, Continuity and Disaster Recovery | Infrastructure and Cloud Roadmap and Optimization | Managed Services Selection |
|---|--|--|--|---|
| <p>Service Desk</p> <ul style="list-style-type: none"> Processes, people and technology to support business operations <p>Business Continuity and Disaster Recovery</p> <ul style="list-style-type: none"> Preparing for business and technology disruption <p>Cloud and Infrastructure Optimization</p> <ul style="list-style-type: none"> Develop your cloud strategy, determine and budget for migration, and align organization to Cloud and DevOps <p>Managed Services</p> <ul style="list-style-type: none"> Outsource non-core functions to provide focus on what is important | <p>Objective: Assess and improve how IT services support the business and hybrid work.</p> <p>Key Outputs:</p> <ul style="list-style-type: none"> Capacity, capabilities and resourcing relative to business needs Service Desk improvement opportunities Roadmap deliver the future state. <p>Activities:</p> <ul style="list-style-type: none"> Assess IT/Business alignment Assess technology health Perform fit/gap assessments Prioritize gaps and assess alternatives Develop roadmap | <p>Objective: Assess and improve the organization's business resiliency and establish a sustainable BC/DR program.</p> <p>Key Outputs:</p> <ul style="list-style-type: none"> Roadmap to implement selected path forward Completed deliverables and artifacts that help manage your BCP and IT/DR capability and readiness. <p>Activities:</p> <ul style="list-style-type: none"> Perform Current vs Future State Analysis Analyze risk Perform Business Impact Analysis | <p>Objective: Assess and improve technology operations, architecture and investment.</p> <p>Key Outputs:</p> <ul style="list-style-type: none"> Technology and Infrastructure strategy aligned with business and IT priorities Roadmap to implement selected path forward <p>Activities:</p> <ul style="list-style-type: none"> Perform Current vs Future State Analysis Identify business benefits, finalize and socialize strategy Develop the Business Case Develop Roadmap Infrastructure rationalization and Cloud migration planning | <p>Objective: Select managed services solutions and vendors via a structured RFP process.</p> <p>Key Outputs: Solicitation Package including:</p> <ul style="list-style-type: none"> RFx package Functional, technical, service requirements <p>Activities:</p> <ul style="list-style-type: none"> Gather requirements and write RFP Develop evaluation scorecard Facilitate evaluation sessions Develop demo scripts / presentations Facilitate demonstrations/ presentations Select vendor |

About Info-Tech

Better Research Than Anyone

Info-Tech produces unbiased and highly relevant research to help over 40,000 CIOs and IT leaders make strategic, timely, and well-informed decisions. We provide you with unprecedented value through relentless product innovation, transformational IT solutions, and expert guidance.

Our team of experts is composed of the optimal mix of former CIOs, CISOs, project managers and other IT leaders, IT and management consultants, as well as academic researchers and statisticians.

Since we were founded in 1997, we've committed to providing better research than anyone through transformational insights; groundbreaking, data-driven frameworks; and easy-to-use, consulting-quality deliverables.

Our counselors, practice leads, and subject matter experts give you the step-by-step guidance you need, whether over the phone or in person, to help you exceed your project goals.

Start your journey at
www.infotech.com

