

# Transforming your partnership with the business

© Bath Consultancy Group 2011

Bath Consultancy Group  
11 Kelso Place, Upper Bristol Road,  
Bath BA1 3AU  
Main Office: +44 (0)1225 520866  
Email: [office@bathconsultancygroup.com](mailto:office@bathconsultancygroup.com)

# Transforming your partnership with the business

## How IT functions can improve their partnering with the business

### Summary

#### Pressures and risks

- Business functions want proactive IT solutions or will take greater control to achieve their strategies
- Pressure for outsourcing commodity services
- Cost concerns in downturn
- Emerging technologies vs existing
- Pace of mergers/acquisitions/resulting in system disjointedness
- IT role is at risk if not perceived as partnering on strategic agenda

#### How we can help

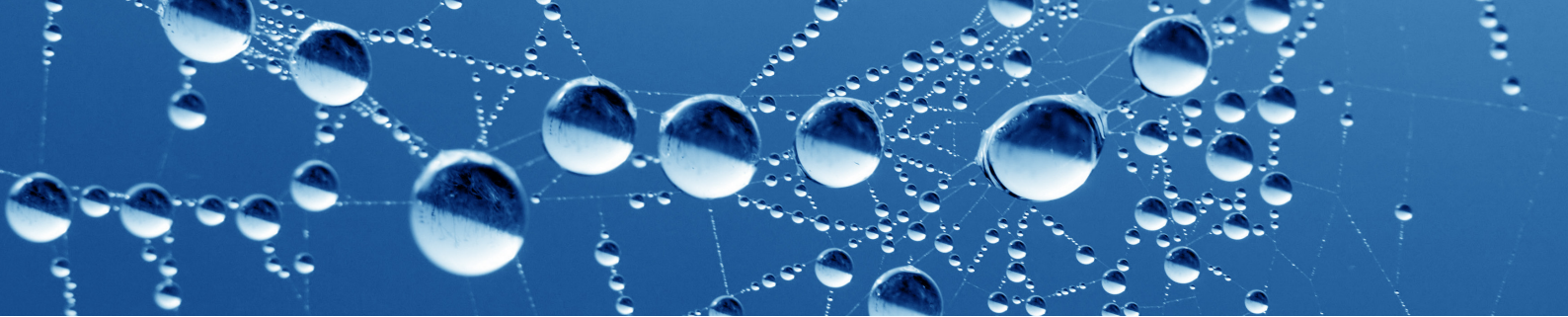
- We can help you identify your profile in the business and its drivers
- We can work with you and your team to improve the profile and capture IT's role in strategic agenda
- We can develop people's capability to implement strategic role

### Is this a familiar story?

Are you perceived as...

- Reacting to requests?
- Fire fighters?
- Holding up business progress?
- Too focused on system detail?
- A cost/overhead?
- Often asked to benchmark yourselves to external organisations?

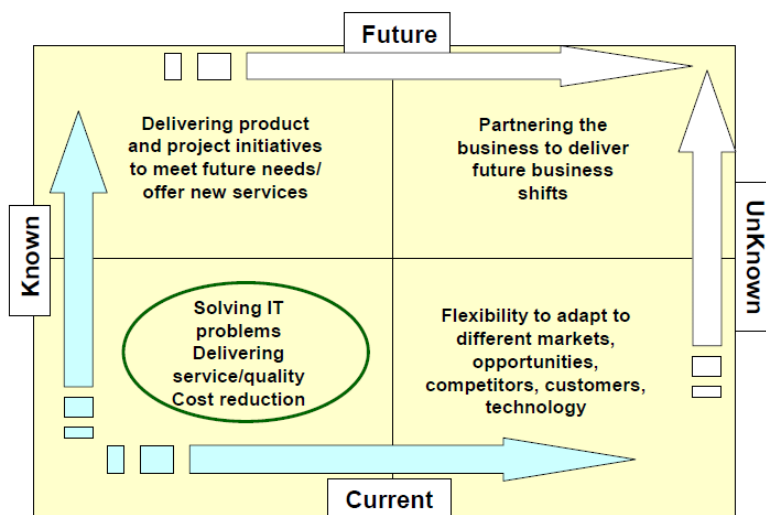
#### Is your profile sufficient to engage a strategic role?



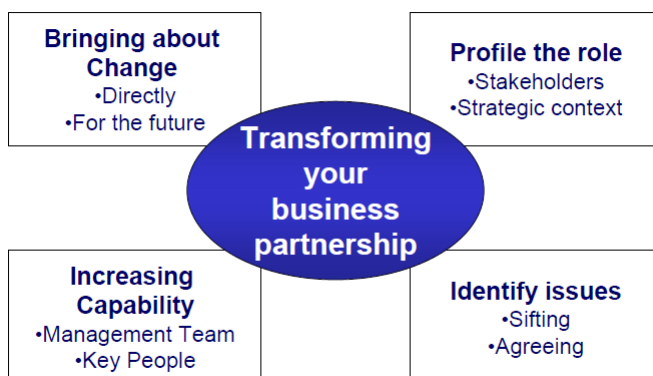
## What are the risks of not changing?

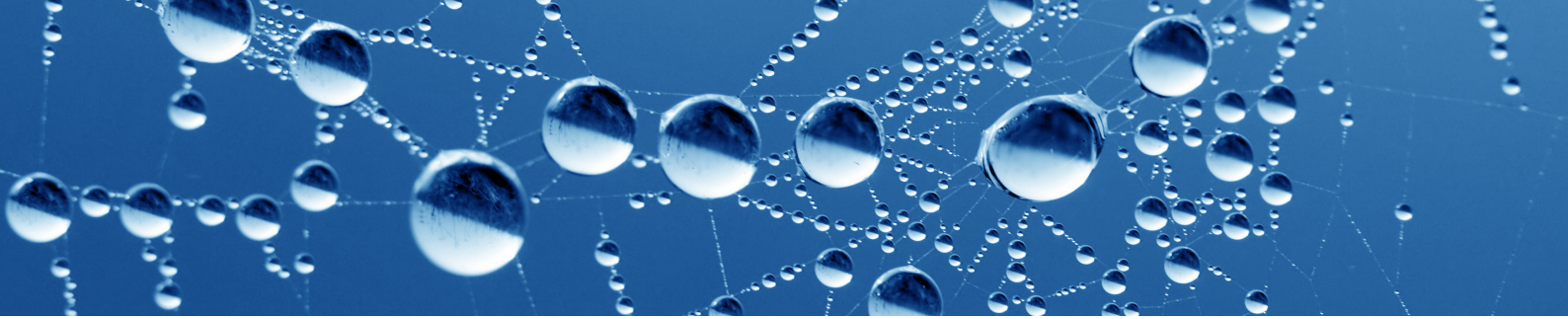
- Outsourcing - reliant on one provider
- Small core left with little influence
- Less investment in new systems
- Incoherence across company systems
- Downward motivational spiral of team
- Difficulty recruiting new talent
- IT increasingly marginalised

## Strategic partnership with the business



## Our approach





## What are the risks of not changing?

- Outsourcing - reliant on one provider
- Small core left with little influence
- Less investment in new systems
- Incoherence across company systems
- Downward motivational spiral of team
- Difficulty recruiting new talent
- IT increasingly marginalised

## Working with your management team

We can help your management team to create partnership with the business by:

- Engaging and influencing critical stakeholders
- Creating effective business networks
- Developing IT strategy with key stakeholders
- Identifying people capability shifts needed
- Developing relationship management skills
- Speeding up and maximising exchange of information across boundaries

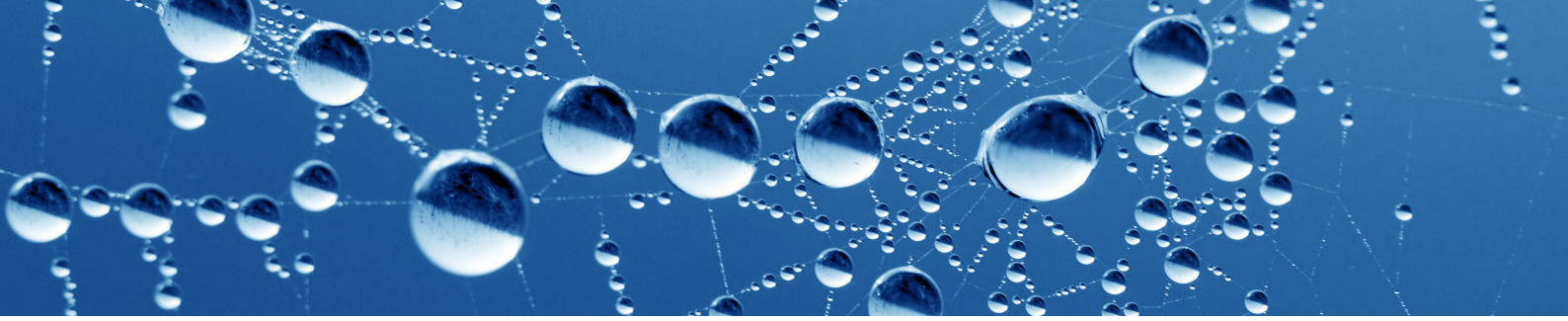
## Recent example of working with an IT management team

### Identifying what needs to happen

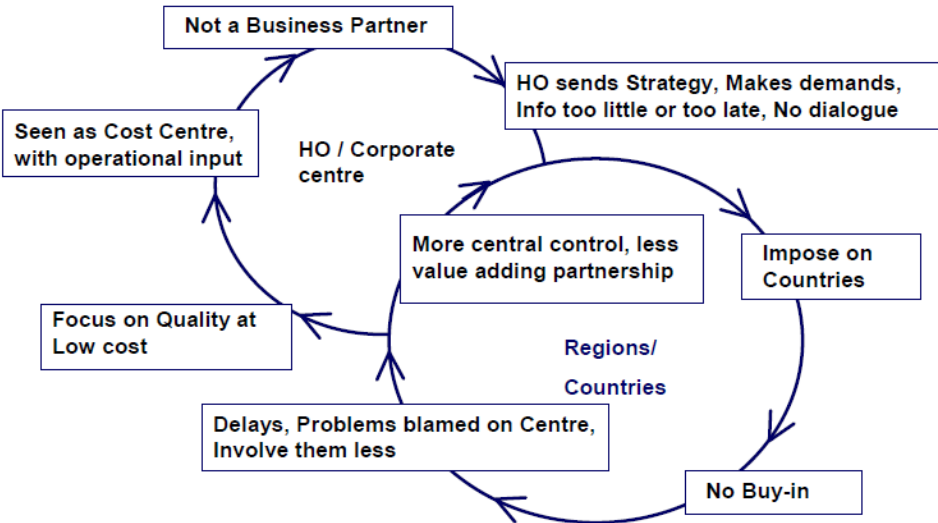
- Discuss with team members their aspirations for the team
- Review 3-4 previous initiatives
- Capture learning from history of change implementations
- Understand some internal customer views of IT
- Understand the current Strategies
- Outline a 'systemic' view of what is happening for individuals, the team and IS as a whole

### Outcomes

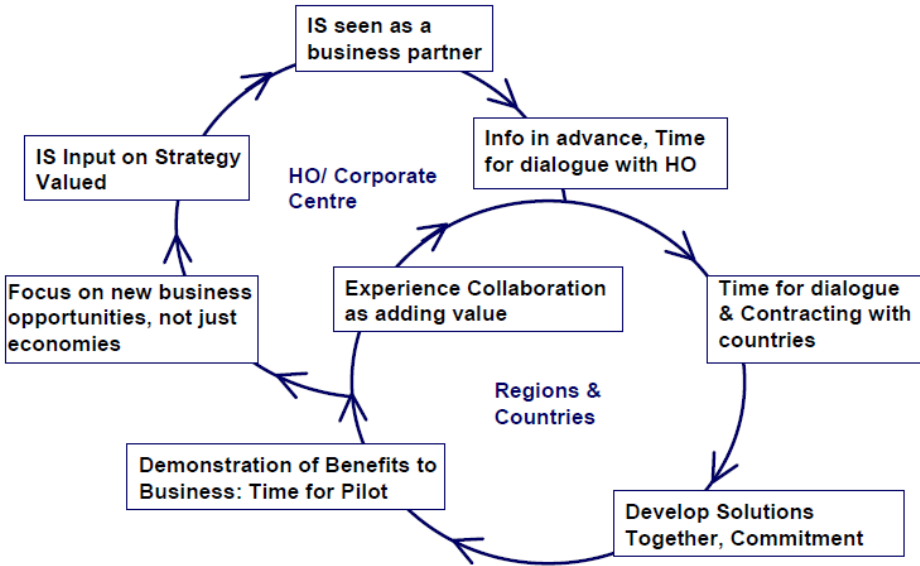
- Uncover potential reasons for success or failure of your implementation
- Make a compelling case for Change
- Recommendations to shift the 'patterns'

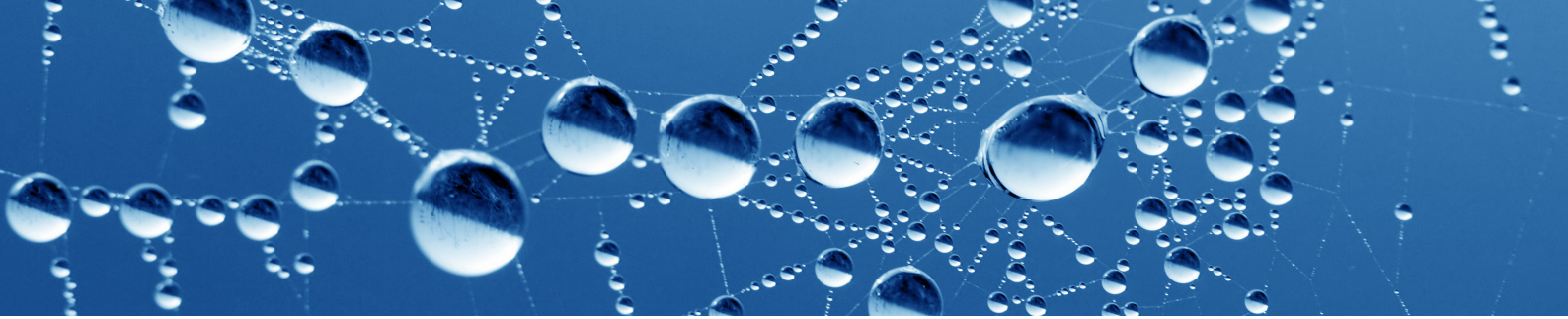


**Key pattern: partner or cost centre - impose or buy-in?**



**Alternative: partner and get buy-in**





## Key capabilities

We can help your people to:

- Build effective relationships
- Assess needs and create client centred solutions
- Manage Client reviews/contract with business
- Build commitment to change
- Review their personal impact
- Work well across interfaces

## Our experience

We can help your people to:

- Developing top leadership teams in IT functions
- Consulting and relationship skills
- Strategy development at board level
- Client range: blue chip companies across hi tech, banking, insurance, oil, telecoms