



IT Process Institute, Inc. is not for profit organization that supports IT audit, security, and operations professionals.

We identify and study top performers in order to enhance the efficiency and effectiveness of our member organizations.

# IT Process Event Survey

## Advancing the Science of IT Management

### Searching for Guidance

Effective leaders demand results. They have a vision and a plan. And they focus efforts on the few things that have been proven to make the biggest impact. IT leaders want to learn from others that have demonstrated top performance. They do their best collecting helpful tips from success stories and anecdotal evidence gleaned through advisory councils and meetings with peers. Unfortunately, in the past, there hasn't been a focus on prescriptive, data-driven guidance for IT leaders.

### Evidence Based Best Practices

What's needed is more scientific approach for finding out what works. The industry needs to identify and study top performers through statistical and rigorous research, in order to weed out the advice that doesn't produce results. As an industry, we need to understand the causal link between behavior and performance in order to improve performance. We need to turn that knowledge into prescriptive guidance and evidence based best practices that helps IT organizations drive results oriented change.

### Our Methodology

IT Process Institute, Inc. is dedicated to working with IT leaders to advance the science of IT management. IT Process Institute, Inc. has created a unique three part methodology designed to create and share results-oriented prescriptive guidance with our members.

- Research – study top performers and identify the causal link between behavior and results.
- Benchmarking – create tools that compare individual organizations to top performers.
- Prescriptive Guidance – share transformation inducing content that fosters lasting change.

With this simple data-driven approach, IT Process Institute, Inc. aims to enhance the efficiency and effectiveness of our member organizations, and drive performance improvement in our industry.

IT Process Institute, Inc. is a not-for-profit organization that exists to support the membership of IT audit, security, and operations professionals.

Our mission is to advance IT management science through independent research, benchmarking, and prescriptive guidance.

IT Process Institute, Inc. creates research based measurement tools, prescriptive adoption methods, and control metrics that facilitate management by fact.

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## Research

Research is the foundation of our three part methodology. Through rigorous and statistically valid research – we identify what works. Working with practicing IT professionals, we create a working hypothesis. We then conduct surveys to analyze population data, and test the hypothesis with statistical models and methods. We then create systems dynamic models that identify behaviors that drive results and differentiate top performers.

To do this - IT Process Institute, Inc. has collaboration agreements in place with research organizations such as the Software Engineering Institute at Carnegie Mellon University and the Decision Sciences program at the University of Oregon. Past research project with Carnegie Mellon include studying best in class security and operations practices which led to the creation of the Visible Ops methodology and book. Our current research focus is on the efficiency and effectiveness of IT controls.

## Benchmarking

Benchmarking helps turn research findings into useful tools for our members. Benchmarking works. It helps organizations identify their strengths, and prioritize opportunities for improvement. It is one of the top requested offerings from IT executive advisory councils.

The IT Process Institute, Inc. benchmarking strategy is to create tools that help organizations compare their practices to the practices of identified top performers. Our goal is to help organizations identify opportunities to drive better results. Our primary benchmark is the Visible Ops Assessment, which is designed to compare current practices to the methodologies found in the Visible Ops book.

## Prescriptive Guidance

Finally, creating transformation oriented prescriptive guidance rounds out our methodology. We focus on learning from top performers in order to help other IT professionals. In the IT industry, there are lots of opinions – but not based on measured results.

Our most successful prescriptive guidance is the Visible Ops book. It is based on research that identified how top-performers leveraged ITIL guidance. We will also distribute a broad range of guidance and transformation oriented content to members through our new newsletter and article board.

## Membership

We are a vendor neutral and largely volunteer-based organization that needs the support of members to execute our strategy. Our membership packages are designed to offer the benefits of research, benchmarking, and prescriptive guidance to a wide range of IT professionals. Our corporate, education, and government membership rates are designed to offer great value.

Learn more about the benefits of membership at [www.itpi.org](http://www.itpi.org).

Research

Benchmarking

Prescriptive Guidance