

90-Day Action Plan for Information Technology Team 2017 v0.6

Overview:

This company has enjoyed tremendous growth over a very short period of time. For any organization, this places pressure on the Information Technology (IT) department's short-term operations and long term plans. The goals of this review are to provide a pro-active, deep-dive review of IT current state, resources, areas of improvement, future goals, and an action plan.

Current State Assessment (3 – 4 weeks):

- High level Systems Inventory – Identify key systems and components.
- Team Skills Inventory – What skills do we have on the team? What skills are we missing? Where do we and don't we have key individuals and key skills?
- System Health – Using the System Inventory, what is the "Health" of each system? Do we have metrics around uptime and an understanding of outages? Perform a deep dive on two or three recent issues and outages to gain a better understanding of what we know and don't know about our systems.
- Team Health – Using the Systems and Skills Inventory, determine whether we have the right people, enough people, and in the right places working on the right things. Conduct one-on-ones with each team member to assess his or her current state.

Areas of Improvement (2 – 3 weeks):

- List Improvements – Gather a non-judgmental list of all things that are perceived to be "wrong" with the IT infrastructure, processes and procedures, features, plans, teams, etc.
- Work with current IT Team to estimate work required for each item.
- Pull key leaders together in a single session to stack rank and prioritize the list.

Future Goals (2 weeks)

- Where do we want to be in 1 year, 3 years, 5 years? – Brainstorm with key leaders and teams the future desired state of IT.
- Produce a rough-cut "T shirt sizing S/M/L/XL" estimate of the work effort.
- Pull key leaders together in a single session to stack rank and prioritize the list.

Action Plans (2 – 3 weeks):

- Take top x (TBD) items from Areas of Improvement and top y (TBD) items from Future Goals and lay out a timeline with resources required and milestones.

- Perform a gap analysis to determine any reassignment or investment in systems (e.g. third-party tools), resources (people, equipment).
- Produce a transition plan identifying resources, investment, de-investment, and milestones.

Begin Implementation (1 week):

- Produce a high level communication around the Action Plan.
- Get final sign-off from key leaders and team members.
- Communicate plan across organization

Execute & Iterate (ongoing)