CIS Maturity Workbook for Utility Managers

This self-assessment worksheet below will help you to understand where you are today, so you can begin putting together your plan on how to plot your road-map for the future.

vertexone™

Depending on your role within your organization you might only have visibility into a few of your company's overall objectives, but you should understand how your role impacts those objectives.

Are there areas of the business you believe could be improved?

_____

_____

_____

_____

What problems occur repeatedly?

_____

_____

_____

What makes it harder to reach your objectives?

_____

_____

_____

_____

Do you need to update your business objectives to reflect new goals?

_____

_____

_____

_____

How are you measuring the success of your business objectives? Do you have KPIs?

_____

_____

_____

CURRENT TECHNOLOGY

Is the technology enhancing your business or holding it back? Why? What factors are driving your technology decisions? Budgets, available skill sets, previous investments? Owned or Licensed Integrated or Developed Standalone Internally?

Are there areas of the business you believe could be improved?	Owned or Licensed	Integrated or Standalone	Developed Internally?
Enterprise resource			
Customer relationship management (CRM)			
Mobile app(s) for self-service			
Field service/workforce management			
Document management			
Bill rendering			
Letter/correspondence solution			
Databases			
Analytics / business intelligence / reporting software			
Enterprise Asset Management (EAM)			
Payment processing			
IVR/CTI			
Outage Management System (OMS)			
Geographic Information System (GIS)			
Other Technology			

vertexone™

PHYSICAL INFRASTRUCTURE

Which of the following do you own/lease/manage? How many of each device? Do you use Platform-as-a-Service or any other virtualized or cloud-based infrastructure? Which osystems do you utilize vendor support for?

Type	Own, Manage or Lease?	How Many?
Physical datacenter		
Servers (type, capacity)		
Storage		
Dedicated workstations		
Network		
Other		

VENDOR SUPPORT

Customer Information System (CIS)?	
Enterprise Resource Planning (ERP)?	
Other applications?	
Hardware and other physical infrastructure?	
Do you use a mixture of internal IT/development staff, contractors, and/or vendor resources to perform projects?	

IT SUPPORT AND SERVICES

Who supports your technology infrastructure and applications? Do you have a full internal IT and development staff?

Can they purchase, configure and maintain infrastructure?	
Can they build, upgrade, and maintain applications?	
Do you need to hire contractors or subcontractors to complete projects?	
How do you plan for these subcontractors?	
Do you find it challenging to identify, attract and retain skilled subcontractors?	
Does your current IT team have the skills they need to support your existing application and infrastructure?	
Is your utility struggling to retain talent or find skilled replacements?	
Are your people able to keep up with the latest technology and trends?	
Do they have the bandwidth for additional training?	
Is your utility equipped to handle growth?	
Does your team have the skills needed to support your technology today and in to the future?	
How many of those resources will be a part of your business in 5-10 years to support your technology?	
How long does it take to make a change?	
Is your team able to deliver business change request and projects in a timely fashion?	
Is your team able to fix reported defects in a timely fashion?	
Is your IT team incentivized based on productivity?	

CHANGING AND IMPROVING

Which of the following needs improvement? Are you satisfied with all components of your current investment?

What components of your current technology investment are you happy with?	
What components of your current technology investment are nearing the end of their useful lives?	
What components of your current technology investment would you change for reasons other than age/outdated?	
After thinking about these things are you happy with how your business runs? Are you efficient and effective?	
Should you be looking to outside experts to help you? Investing more in your employees?	

TOTAL COST OF OWNERSHIP

Below is a list of items that will be part of an implementation. Is there anything missing? How much more cost will it take?

What is the implementation cost to replace your CIS?	Cost
Vendor	
Hardware	
Licenses	
Internal People	
What is your current software license maintenance cost?	
How many people are required to support your application?	
How many people are required to update your application?	
How much does it cost to apply a patch to your application?	
What people costs are required to support your infrastructure?	
What is the cost to run your development environment?	
What is the cost to run your QA environment?	
Do you have a high availability DR solution?	
What is the cost of your DR solution?	
What does it cost to test your DR solution?	
How much does it cost to apply a OS patch to your infrastructure?	
What is the cost of your network for your CIS?	
What is the cost to backup your solution?	
How much does it cost to apply a patch to your DBMS?	
Total:	

LET'S TALK

Once you have filled out your worksheet, if you have questions and need assistance processing your answers, please reach out to charlie.saleh@vertexone.net.

ABOUT VERTEXONE

VertexOne is the leading provider of cloud-based software powering the next generation of customer experience for utilities, energy retailers, suppliers, and energy transition companies. We are enabling the digital economy for a sustainable future through a comprehensive customer-to-cash digital platform that provides a wide range of innovative solutions for digital transformation, revenue optimization, and data-drive efficiency surrounding the customer.

www.vertexone.net

vertexone™