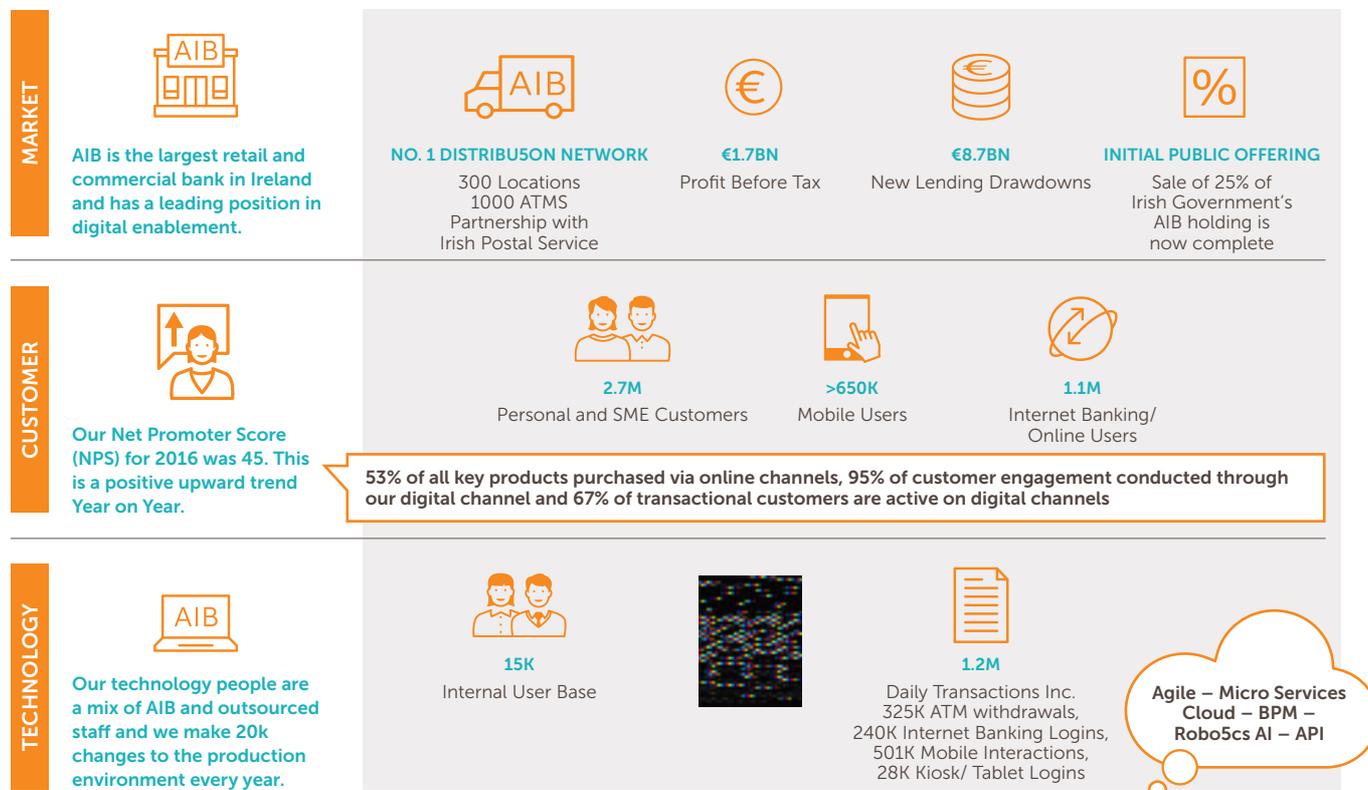


IT-CMF allows organisations to understand where they need to focus to achieve their ambition.

AIB and the IT-CMF

AIB, the largest retail and commercial bank in Ireland, has a leading position in digital enablement. AIB's ambition is to be recognised as having the best technology function of any Bank in Europe by 2019. To achieve this, AIB needed a methodology that allowed them to consistently track progress year on year. IT-CMF was identified as the most adequate solution.

Who are the AIB?



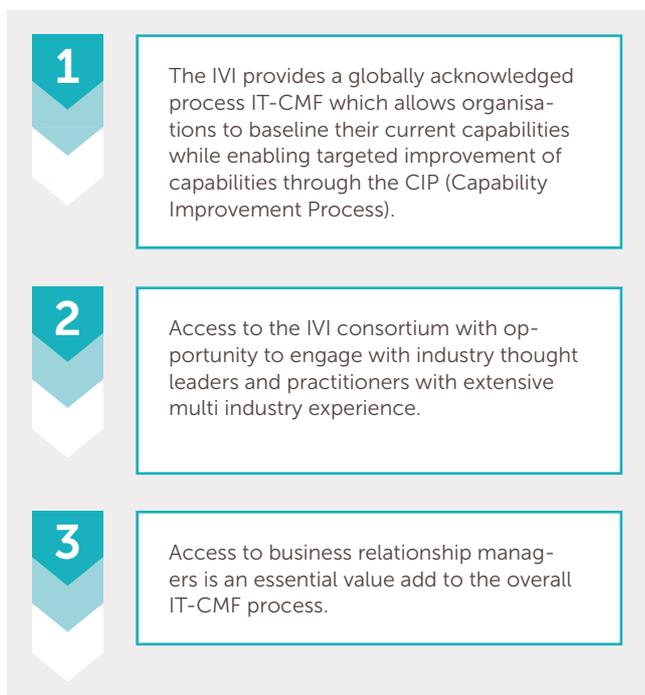
AIB's ambition

AIB's ambition was that AIB is recognised as having the best technology function of any Bank in Europe by 2019. In order to achieve this goal, AIB recognised that they needed to baseline their capabilities against their peer group to better understand where they needed to focus.

The solution

AIB needed a framework that allowed them to consistently track progress year on year. The IT-CMF was identified as the most appropriate solution.

Why the IT-CMF?



Comprehensive plan

As part of the scoping phase, detailed discussions took place between the IVI and CIO team. A comprehensive plan was developed covering all the key deliverables, timelines and expectations:

- CIO communications outlined the rationale for this approach;
- Survey participants were identified;
- On site pre-survey training sessions were delivered by IVI practitioners (purpose: to help participants fully understand and evaluate the survey questions);
- A survey was issued with agreed return dates;
- The survey results were shared with the CIO and CDO management teams.

Key survey findings



Impact of the survey and next steps



Key metrics

What were the key metrics of this survey?

- Completion of the IT-CMF Executive Assessment survey by 73 participants: 61 in IT and 12 in the bank;
- Individual interviews with 16 of these participants: 12 in IT and 4 in the bank;
- The outputs included analysis, conclusions, improvement recommendations and preparation of draft and final report.

Outcome

The CIO's average overall IT capability maturity was self-assessed at 2.3 or Level 2 (equivalent to Basic Maturity).

Find out how the IT-CMF can help your organisation. Contact today:
 Jeroen Kleinhoven (jeroen@cionet.com) or
 Herman van Bolhuis (herman@cionet.com)