

Where Does Your Organization Rank on the IT Maturity Model?

A Practical Guide to Assessing Your Technology Readiness

THE FIVE LEVELS OF IT MATURITY



IT Maturity Self-Assessment Checklist

Use the following checklist to determine where your organization currently stands. **Give yourself one point for each “Yes” answer.**

INFRASTRUCTURE

- We have documented infrastructure standards
- We proactively monitor systems 24x7
- Hardware lifecycle management is formalized
- Downtime events are rare and measured
- Cloud resources are actively managed and optimized

CYBERSECURITY

- Multi-factor authentication is enforced across the organization
- We conduct regular vulnerability assessments
- Security monitoring is active 24x7
- We have an incident response plan
- Security awareness training is conducted regularly

CLOUD MANAGEMENT

- Cloud spending is regularly reviewed
- Resources are tagged and owned
- Governance policies are documented
- Workloads are optimized for performance and cost
- Cloud architecture reviews occur regularly

DATA AND AI READINESS

- Data ownership is clearly defined
- Business reporting is accurate and timely
- Data governance policies exist
- Sensitive data is classified and protected
- We have evaluated our readiness for AI initiatives

GOVERNANCE AND PLANNING

- We maintain a documented IT roadmap
- IT initiatives align with business objectives
- Technology budgets are planned proactively
- Risk assessments occur annually or more frequently
- Executive leadership reviews IT performance regularly

SERVICE DELIVERY

- Service desk metrics are tracked
- Employee satisfaction is measured
- Support processes are documented
- Automation is used to reduce repetitive tasks
- IT performance is reviewed continuously

SCORING YOUR RESULTS

0–10 POINTS: REACTIVE

Your organization likely operates in a highly reactive environment. Immediate attention should focus on foundational controls, documentation, cybersecurity, and operational stability.

11–20 POINTS: MANAGED

You have begun building structure, but opportunities exist to improve consistency, governance, and strategic planning.

21–25 POINTS: DEFINED

Your organization has established many foundational processes. The next step is increasing automation, visibility, and business alignment.

26–30 POINTS: PROACTIVE

Technology is becoming a strategic asset. Focus on optimization, analytics, and innovation initiatives.

31+ POINTS: OPTIMIZED

Your organization demonstrates high IT maturity and is positioned to leverage emerging technologies, including AI, for competitive advantage.