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5 secrets of high-performing IT teams

IT's role is evolving from "help fix my laptop" to "help me be the best." While many IT teams are stuck firefighting, high-performing teams align with the business, embrace agile and automation and drive digital transformation – does yours?

DID YOU KNOW
40% of today's work could be automated, according to McKinsey.

Representing lost wages of

$2 trillion

YET, IT TEAMS ARE STILL STUCK IN THE PAST
71% say they are focused on risk reduction, but only

29%

say their IT team is critical to business success.

5 secrets of high-performing teams

IT teams must defy convention or risk being left behind!

We profiled almost 200 teams and we found 5 things that high-performing IT teams do that others don't...

1. Put business first
2. Master technology
3. Invest in speed
4. Make customers a priority
5. Be proactive

Secret 1: Put business first

High-performing teams are

2 times

more likely to file IT projects to revenue, and **8x** more likely to share goals with the business.

Teams that are business aligned are

30% more likely to prioritize projects with business management

2x as likely to use a business + IT scorecard to measure success

Secret 2: Master technology

Technology is the competitive advantage and IT is in the driver's seat.

These teams are

2 times

more likely to have a written and published plan for digital transformation.

44% of these organizations see greater ROI on technology

How likely are IT teams to invest in these technologies?

- **70%** Artificial Intelligence
- **25%** Predictive Analytics
- **10%** Customer Experience Tools

Business aligned teams are also almost 3x more likely to have ITSM tools less than 2 years old.

Secret 3: Invest in speed

When it comes to speed, methodology matters.

18%

more likely to use **Agile**

15%

more likely to use **DevOps**

Believe it or not, the only methodology high-performing teams are underinvesting in:

ITIL®

Secret 4: Make customers a priority

For high-performing teams, customers come first.

If you remember nothing else, remember this:

100%

of high-performing teams measure customer satisfaction

They are also more likely to have ITSM tools that support

Social collaboration

Mobile

Secret 5: Be proactive

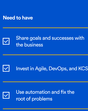
High-performing teams don't get bogged down in firefighting and repetition. They use automation and fix root problems.

69%

say the use of automation has increased in the past two years.

Nearly **70%** of IT teams are using service automation

Only **5%** have seen a decrease in headcount due to automation



High-performing teams are almost

2.5 times

more likely to practice problem management and not play wac-a-mole with incidents.

How to become a high-performing team

Need to have	Nice to have
Share goals and successes with the business	Tie revenue and CSAT to projects
Invest in Agile, DevOps, and KCS	Practice Lean and DevOps
Use automation and fix the root of problems	Explore tech like AI / machine learning or predictive analytics
Measure CSAT	Invest in CX tools
Plan for digital transformation	Use service management across business

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