

SCOTTSDALE INSTITUTE IT METRICS

Originated by Spectrum Health

Optional Support Services

Healthcare CIOs and CFOs have historically struggled with the issues of IT cost comparison and benchmarking. How much are we spending versus peer organizations? Are we realizing the same value? To address this important issue, Scottsdale Institute introduces SI IT Metrics, an approach originated by Spectrum Health.

There is no cost to your organization for participating in this program. After entering your data, you'll be able to select cohort organizations, create normalized comparisons of your data to other participants, and request their approval to be identified to you for further collaboration.

However, many large complex organizations may be challenged in collecting, reviewing and verifying IT cost benchmarking data with all its sources. Your staff is busy with other priorities, or perhaps no one single person has the broad view of all the elusive IT cost issues. You may also want a peer to dig deeper into the data or your cohort's data comparisons, create the actual normalized views, or interpret or present the data with you to various constituents.

Here are some options for assistance, if you need it. Scottsdale Institute has identified four veteran CIO independent consultants who have both experience with and a keen interest in IT metrics. They are able to provide as much assistance as you require for SI IT Metrics.

TIER 1	Basic program: you enter your data, select cohorts, create normalized views, request identification, and personally collaborate with peers. SI notifies you if data is missing.	No cost.
TIER 2	Assistance with completing and quality assurance of data, a reasonableness check, phone calls to question, validate, and/or complete the data collection.	Estimate ½ day—3 days at \$200/hour, hours to be mutually agreed.
TIER 3	Create normalized views of your data and selected cohorts, validate cohort data (if not reviewed previously by the SI CIO consultant), present and review results, onsite presentation optional.	Variable cost based on size of organizations and number of cohorts selected. Estimate 5-8 days at \$200/hour, hours to be mutually agreed.
TIER 4	In-depth review, analysis, custom research with cohorts, etc.	Custom consult—hours to be mutually agreed, at \$200/hour.

