

# The BCG IT Self Assessment<sup>®</sup>

Every year, the Burger Consulting Group works closely with many construction IT managers, as well as with senior leadership at construction firms. As our experience in the industry grows, clients frequently ask us for measurement metrics or guidelines to gauge their performance or situation relative to their peers.

To help companies get a better understanding of the status of their IT throughout the organization, we developed this self-administered score card. No one situation conforms to a single set of guide-

lines, but we have established certain baseline questions that help companies determine the efficiency and effectiveness of their IT organization, software applications, and infrastructure. More qualitative than quantitative, this short self-assessment distills our vast experience with contractor clients and their IT situation.

For instructions on scoring this self-assessment, please refer to the back page. If you have any questions, feel free to call us at (630) 510-1875.

	Strongly Agree	Agree	Disagree	Strongly Disagree	n/a
1. Our company has a fully integrated accounting software system.	2	1	-1	-2	0
2. Our software systems are current with regular upgrades and enhancements.	2	1	-1	-2	0
3. Our project management application is integrated with accounting.	2	1	-1	-2	0
4. Our equipment application is integrated and fully utilized by our equipment management personnel.	2	1	-1	-2	0
5. Our estimating system is automated and specifically designed for our type of work.	2	1	-1	-2	0
6. Our company has adequate IT personnel to support the user community.	2	1	-1	-2	0
7. Our communications systems for field personnel, job sites, and office(s) are safe, reliable, and high-performance.	2	1	-1	-2	0
8. We outline clear objectives for all our IT projects.	2	1	-1	-2	0
9. All our IT projects have executive-level sponsorship.	2	1	-1	-2	0
10. Systems training is a priority for the company and is highly encouraged.	2	1	-1	-2	0
11. Management maintains an IT plan aligned with our business goals and objectives.	2	1	-1	-2	0
12. Adoption and use of the company's systems and processes is mandatory, and we have a high degree of compliance.	2	1	-1	-2	0
13. Our company has an IT Steering Committee to develop, prioritize, and monitor the company's IT initiatives.	2	1	-1	-2	0
14. Our company has "super-users" for most primary applications, and they are highly effective.	2	1	-1	-2	0
15. We have various software tools (e.g., report-writers, data extraction, and query tools) available to meet unique requirements of our user community.	2	1	-1	-2	0
16. Our sales personnel can present a compelling case about our IT resources, their use, and their benefits when talking to a prospect.	2	1	-1	-2	0
17. We have implemented imaging technology, reducing paper use and paper-handling.	2	1	-1	-2	0
18. Our service department has an automated system to manage calls, dispatch, work-order processing, and billing.	2	1	-1	-2	0
19. We use Web portal technology for self-service and for outside business partners to access selective data.	2	1	-1	-2	0
20. Our project managers use an industry-standard project management application rather than spreadsheets.	2	1	-1	-2	0
21. Our personnel can generally find the information they need for decision-making.	2	1	-1	-2	0
22. We have implemented an industry-standard scheduling program for project activities and managing resources.	2	1	-1	-2	0
23. We have a tool-tracking system for better control over small tools.	2	1	-1	-2	0
24. We have a CRM software application to better manage contacts, sales opportunities, and proposal support documents.	2	1	-1	-2	0
25. Our asphalt/aggregate production facility has automated scale systems which integrate with the billing and inventory control application.	2	1	-1	-2	0

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	Strongly Agree	Agree	Disagree	Strongly Disagree	n/a
26. The company has a disaster recovery plan to ensure against business interruption, including significant damage to buildings and their contents.	2	1	-1	-2	0
27. Our company data is safely stored off-site in the event we need to restore it.	2	1	-1	-2	0
28. Our computer room is secure, fire-protected, climate-controlled, and dust-free.	2	1	-1	-2	0
29. Our network and data are protected by average or above-average security measures, including firewalls and passwords.	2	1	-1	-2	0
30. Virus protection software is used on all computers, including laptops and field machines.	2	1	-1	-2	0
31. Our DAT files (for virus protection) are automatically updated nightly.	2	1	-1	-2	0
32. Our IT department uses network monitoring software to watch network and communications traffic and diagnose performance issues more quickly.	2	1	-1	-2	0
33. Our business and personnel strictly adhere to established, clear policies governing Internet and computer use.	2	1	-1	-2	0
34. To ensure their professional development, our IT personnel frequently attend trade shows, peer group meetings, and other venues.	2	1	-1	-2	0
35. Our IT personnel receive advanced training as needed.	2	1	-1	-2	0
36. Our company's human resources application is integrated with our payroll application and is well used by the HR department.	2	1	-1	-2	0
37. We do only minimal data processing and management reporting on stand-alone spreadsheets.	2	1	-1	-2	0
38. We use our accounting system's billing application for 90% or more of our billing functions.	2	1	-1	-2	0
39. Our SPAM controls are adequate to preventing unwanted e-mail traffic.	2	1	-1	-2	0
40. We have implemented collaborative technology to allow greater interaction with outside project team members.	2	1	-1	-2	0
41. We have implemented wireless technology devices like hand-helds and tablet PCs, and receive the value of our investment.	2	1	-1	-2	0
42. Our software systems have built-in alerts and messaging capabilities to allow for more proactive notification of events (e.g., over-budget, unpaid invoices, etc.).	2	1	-1	-2	0
43. Overall, management is committed to purchasing and implementing the best technology tools for the company and ensuring their effective use.	2	1	-1	-2	0
44. Our primary applications are updated at least annually when the vendor provides an update. Our personnel are well trained on changes.	2	1	-1	-2	0
45. We conduct a formal security review of our IT systems and infrastructure every 12–24 months.	2	1	-1	-2	0
46. We measure user satisfaction with our primary applications every 12–24 months and react accordingly.	2	1	-1	-2	0
47. We outsource certain IT functions where appropriate.	2	1	-1	-2	0
48. We have found outsourcing to be an effective business decision, and are happy with our management of outsourcing providers.	2	1	-1	-2	0
49. Our network and business applications (e.g., email) have been operational and consistently available for the last 12 months, with no significant downtime.	2	1	-1	-2	0
50. All IT projects get some form of ROI analysis or consideration before they are authorized.	2	1	-1	-2	0

Totals by Rating

FINAL IT SCORE

## Scoring

To score this self-assessment, follow these steps:

1. Answer all questions, including n/a responses.
2. Count the number of your n/a responses and multiply by 2. Subtract this number from 100. **This is your top score possible.**
3. Add the value of your answers, subtracting negatives from positives to arrive at your net total. Multiply that total by 2 for your final score.

## Rate Your Score

**80% OR ABOVE.** Very Good. Keep up the good work (but don't rest on your laurels!).

**60% OR ABOVE.** Good, but you still have some challenges. Address areas where you score low.

**60% OR LESS.** Poor. You may want to prioritize IT matters, budget accordingly and then get the organization and IT department involved in resolving in a systematic manner, rather than trying to fix all at once.