



Gartner Impact Assessment City of Aurora, IL

Ralph Kindred
5/2019

Executive Summary

CITY OF AURORA-IL currently has 1 seat for a total investment of USD \$56K. It comprises the following:

- Michael Pegues — Executive Programs Member Basic

From April 2018 through March 2019, CITY OF AURORA user has:

Utilized Analyst Inquiry to save time and validate key decision making:

- Leveraged Gartner analysts/Executive Partner in support of IT Strategic planning efforts authoring of an IT Strategic Plan with city leadership.
- Conducted 6 analyst inquiries to support Smart City digital kiosk research, IT strategic plan review and feedback, IoT platforms, aerial vs buried fiber networks, cost comparisons for digital marketing solutions

Utilized Research to save time researching products and best practices:

- Accessed 80 research documents and 14 Toolkits (94 total).

Leveraged Executive Partner Support to review IT strategic planning documents and overall approach:

- 2 Executive Interactions

Attended Gartner Event to follow current industry best practices:

- 1 Event Attended

Through these interactions Gartner provided advice and insight on initiatives including:

- CIO Innovation and Strategic Business Change Leadership
- PMO Strategies and Disciplines
- Infrastructure, Operations and Cloud Management
- Government Optimization of IT Management and Operations
- Government Digital Transformation.

CITY OF AURORA-IL's Value Review from Apr 18 to Mar 19 (page 1 of 2)

Key Initiative	Engagement Snapshot
CIO Innovation and Strategic Business Change Leadership	<p>6 Toolkits including:</p> <ul style="list-style-type: none"> • Toolkit: IT Strategy Template 2.0 — Embedding Information and Technology in Business Strategy (M. Pegues) • Toolkit: 1-Page I&T Strategic Plan Template Visualizes the Links to Business Objectives (M. Pegues) • Toolkit: Information and Technology Strategic Plan Template (M. Pegues) <p>7 Research Documents including:</p> <ul style="list-style-type: none"> • CIOs Emphasize Value, Not Technology, When Communicating Strategy to the Board (M. Pegues) • A CIO's Guide to Strategy Development (M. Pegues) • Depoliticize IT Investments With a CIO Decision Framework (M. Pegues)
PMO Strategies and Disciplines	<p>Toolkit including:</p> <ul style="list-style-type: none"> • Toolkit: Estimating Initial PMO Staffing Requirements (M. Pegues) <p>10 Research Documents including:</p> <ul style="list-style-type: none"> • Four Steps to Setting Up a PMO That Delivers Value (M. Pegues) • Developing a Charter to Guide PMO Implementations (M. Pegues) • Four Types of PMOs That Deliver Value (M. Pegues)
Infrastructure, Operations and Cloud Management	<p>Toolkit including:</p> <ul style="list-style-type: none"> • Toolkit: Use ITSIO to Create a Service Improvement Project Plan (M. Pegues)

1-5 is extremely valuable; 1 is not valuable

CITY OF AURORA-IL's

Value Review from Apr 18 to Mar 19 (page 2 of 2)

Key Initiative	Engagement Snapshot
Infrastructure, Operations and Cloud Management (Continued)	<p>10 Research Documents including:</p> <ul style="list-style-type: none"> • 2018 Strategic Roadmap for IT Service Management (M. Pegues) • 3 Simple Ways IT Service Desks Should Handle Incidents and Requests (M. Pegues) • Choose the Right IT Asset Discovery Tools for Infrastructure and Operations (M. Pegues)
Other	<p>Strategy/Review Meetings including:</p> <ul style="list-style-type: none"> • IT Strategic Plan Presentation, R. Kindred, 01-Feb-2019 (M. Pegues) • Mayoral briefing on IT Strategic Vision, K. Rooney, 22-Aug-2018 (M. Pegues) <p>Inquiry including:</p> <ul style="list-style-type: none"> • Cost Comparisons for Digital Marketing with B. Watson , 28-Sep-2018 (M. Pegues) <p>Event attendance including:</p> <ul style="list-style-type: none"> • S. Thompson - IT Operations Strategies & Solutions Summit, 17-May-2018 <p>6 Toolkits including:</p> <ul style="list-style-type: none"> • Toolkit: IT Service Desk SOP and Policy Document Template (M. Pegues) • Toolkit: One-Page Maintenance Agreement Tracker (M. Pegues) • Toolkit: Outsourcing Contract — Cloud Services — Security Articles (M. Pegues) <p>53 Research Documents including:</p> <ul style="list-style-type: none"> • How Local Government CIOs Can Barter Services Safely (M. Pegues) • Market Guide for U.S. Community Development and Regulation Applications (M. Pegues) • Hype Cycle for Digital Commerce, 2018 (M. Pegues)

1.5 is extremely valuable; 1 is not valuable

Michael Pegues's Executive Programs Value Review

Discuss this page with Executive Partner or Leadership Partner before sharing with client

Client Initiatives	Expected Outcomes	Executive Interactions	Value Received
Deliver innovative smart solutions to drive revenue opportunities	Lead the transition to optimized, secure and transformed government services leveraging new digital technologies and analytics.	<p>[27-JUN-2018], Consultation - Phone, ExP 1:1 - contracts and strategy</p> <p>[01-JUL-2018], Email, Read foundational research. Read first:</p> <p>[31-OCT-2018], Consultation - Phone, ExP 1:1</p>	
Drive IT maturity through team development and culture	Move the organization towards a culture of "Change Readiness". Encourage participation, build trust, strengthen teamwork and foster commitment.	<p>[08-AUG-2018], Consultation - Phone, ExP 1:1 Review of strategy plan and process</p> <p>[08-AUG-2018], Email, The CIO as an agent of cultural change.</p> <p>[13-AUG-2018], Email, Gartner: Executive Programs Spotlight Session- The Maverick Shift to Agile (8/22)</p> <p>[22-AUG-2018], Consultation - Onsite, Mayoral briefing on IT Strategic Vision</p> <p>[25-SEP-2018], Consultation - Phone, ExP 1:1</p> <p>[19-DEC-2018], Consultation - Phone, ExP 1:1 Strategy presentation review for councilmen</p>	Drove IT strategic vision document to align with business outcomes
Improve IT execution	TBD	<p>[13-JUN-2018], Email, Gartner: Executive Programs Spotlight Session- Telling the Financial Story of Digital Business (June 20th)</p> <p>[21-JUN-2018], Email, Gartner: July Webinars</p> <p>[06-JUL-2018], Consultation - Phone, ExP 1:1 - review of strategy roadmap from Crowe</p> <p>[26-JUL-2018], Email, Gartner: August Webinars</p>	

Michael Pegues's Executive Programs Engagement Plan (page 1 of 2)

Mission Critical Priorities	Client Initiatives	Executive Interactions				Value Received
		Month 1 – 3	Month 4 - 6	Month 7 - 9	Month 10 – 12+	
Support economic growth and sustainability in Aurora and region	Deliver innovative smart solutions to drive revenue opportunities: Lead the transition to optimized, secure and transformed government services leveraging new digital technologies and analytics.	<ul style="list-style-type: none"> ■ [27-JUN-18], ExP 1:1 - contracts and strategy ■ [01-JUL-18], Read foundational research. Read first: 	<ul style="list-style-type: none"> ■ [31-OCT-18], ExP 1:1 			
	Drive IT maturity through team development and culture: Move the organization towards a culture of “Change Readiness”. Encourage participation, build trust, strengthen teamwork and foster commitment.	<ul style="list-style-type: none"> ■ [08-AUG-18], ExP 1:1 Review of strategy plan and process ■ [08-AUG-18], The CIO as an agent of cultural change. ■ [13-AUG-18], Gartner: Executive Programs Spotlight Session- The Maverick Shift to Agile (8/22) ■ [22-AUG-18], Mayoral briefing on IT Strategic Vision 	<ul style="list-style-type: none"> ■ [25-SEP-18], ExP 1:1 	<ul style="list-style-type: none"> ■ [19-DEC-18], ExP 1:1 Strategy presentation review for councilmen 		Drove IT strategic vision document to align with business outcomes

- Call – Review and Plan
- Consultation
- Email
- Leadership Devel Coaching
- Onsite Analyst Briefing
- Inquiry w/Analyst
- Facilitated Networking
- Networking Event
- Onsite Workshop

Michael Pegues's Executive Programs Engagement Plan (page 2 of 2)

Mission Critical Priorities	Client Initiatives	Executive Interactions				Value Received
		Month 1 – 3	Month 4 - 6	Month 7 - 9	Month 10 – 12+	
Support economic growth and sustainability in Aurora and region	Improve IT execution: TBD	<ul style="list-style-type: none"> ■ [13-JUN-18], Gartner: Executive Programs Spotlight Session- Telling the Financial Story of Digital Business (June 20th) ■ [21-JUN-18], Gartner: July Webinars ■ [06-JUL-18], ExP 1:1 - review of strategy roadmap from Crowe ■ [26-JUL-18], Gartner: August Webinars 				

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The Gartner value proposition for cost optimization @ Aurora, IL

How Gartner can help	Typical impact
<p>Drive IT cost reduction</p> <ul style="list-style-type: none"> • Obtain best pricing and terms from suppliers • Compare IT budget size and distribution with industry • Optimize IT assets and infrastructure • Modernize and rationalize applications • Identify lower-cost technologies 	<ul style="list-style-type: none"> • 15% savings in 75% of contracts reviewed • Identify 10% – 25% I&O cost reductions • 10% – 30% savings in sourcing • 15% – 40% savings in shared services
<p>Support business cost optimization</p> <ul style="list-style-type: none"> • Digitalize business operations • Extend IT capabilities in rest of organization • Optimize supply chains • Optimize digital marketing spend 	<ul style="list-style-type: none"> • Shift focus from IT cost to business process and information optimization • Develop models of risk around radical cost optimization • Guidance for selecting and outsourcing business processes
<p>Support digital business journey</p> <ul style="list-style-type: none"> • Plan for the organization's digital future • Develop IT spend targets to enable digital business • Develop new key performance indicators (KPIs) for digital business • Develop skills and organization models to support digital business 	<ul style="list-style-type: none"> • Devise a digital strategy • Anticipate digital disruption and identify new business models • Identify industry disruption; new industries and business models • Select service providers in the digital business area

Gartner support to get the best pricing and terms on your external spend

Over 6,000 inquiries and 1,500 contract reviews each year for software contract negotiations

Some of Our Experts



Lori Samolsky
Research Director
SAP and Oracle negotiations, asset management and license audits



Marie Sienkowski
Research Director
Microsoft negotiations, relationships with Microsoft resellers



Alexa Bona
Managing VP
SaaS contract negotiation strategies, cost containment, software license compliance and audits

Our Insights Help You ...

- Obtain a competitive price
- Choose the most appropriate licensing model(s) for your organization
- Plan for future merger, acquisition and divestiture activity
- Expand the right-to-use clause to meet your needs
- Secure licensing and pricing concessions for disaster recovery, application testing and development
- Include license transfer rights for future flexibility
- Negotiate not-to-exceed price increase caps for maintenance

Sample Results

- Saved a financial services firm 14% of budget by prenegotiating license transfers from acquired business activities.
- Helped a public sector client avoid \$3 million in costs on new version licenses by paying \$2 million for maintenance.
- Reduced new license costs over 17% for a leisure industry client by switching the license model.
- Saved an industrial client \$1 million by prenegotiating a support cost reduction when it divested.

“We know what is — and isn't — negotiable with specific vendors, as well as the latest trends in their pricing, deal structures and negotiation tactics.”