

### 03. Business Effectiveness Questionnaire

This questionnaire should be completed by the Director and/or Trustee with overall responsibility for IT. It aims to understand how the highest managers perceive the role and contribution of IT to their charity. There are five sections:

- Section 1: About You
- Section 2: Your attitudes to IT
- Section 3: Your opinions of your IT Department's activity
- Section 4: How senior management relate to IT
- Section 5: Current and Future Priorities

**Section 1: About You**

**03.1.1 Your Name** \_\_\_\_\_

**03.1.2 Your Job Title** \_\_\_\_\_

**03.1.2 Areas of Responsibility** \_\_\_\_\_

**03.1.3 Where do you work** \_\_\_\_\_

**Section 2: Your Attitudes to IT:**

**03.2 How much do you agree or disagree with the following statements?**

	1=Strongly Agree	2	3	4	5=Strongly Disagree
03.2.1 Investment in IT is a responsible way to use some of our charity funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
03.2.2 Our use of IT should present our charity as a modern, committed charity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
03.2.3 Our current use of IT does present our charity as a modern, committed charity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
03.2.4 Our use of IT should help our charity promote good working practices and communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
03.2.5 Our current use of IT does help our charity promote good working practices and communication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
03.2.6 Our use of IT should support our charity processes and reduce workload.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
03.2.7 Our current use of IT does support our charity processes and reduce workload.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section 3: For each of these sections please indicate on a scale of 1 to 5 how well these aspects of your IT service succeed in:**

**Our People**

**O3.3.1 Helping the charity to meet its strategic objectives?**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.2 Please explain:** \_\_\_\_\_

**O3.3.3 Communicating and engaging with the charity**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.4 Please explain:** \_\_\_\_\_

**O3.3.5 Delivering basic IT services quickly and reliably**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.6 Please explain:** \_\_\_\_\_

**Hardware**

**O3.3.7 Helping the charity to meet its strategic objectives?**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.8 Please explain:** \_\_\_\_\_

**O3.3.9 Communicating and engaging with the charity**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.10 Please explain:** \_\_\_\_\_

**O3.3.11 Delivering basic IT services quickly and reliably**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.12 Please explain:** \_\_\_\_\_

**Software**

**O3.3.13 Helping the charity to meet its strategic objectives?**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.14 Please explain:** \_\_\_\_\_

**O3.3.15 Communicating and engaging with the charity**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.16 Please explain:** \_\_\_\_\_

**O3.3.17 Delivering basic IT services quickly and reliably**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.18 Please explain:** \_\_\_\_\_

**Third parties**

**O3.3.19 Helping the charity to meet its strategic objectives?**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**O3.3.20 Please explain:** \_\_\_\_\_

**03.3.21 Communicating and engaging with the charity**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**03.3.22 Please explain:** \_\_\_\_\_

**03.3.23 Delivering basic IT services quickly and reliably**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**03.3.24 Please explain:** \_\_\_\_\_

**Overall Service**

**03.3.25 Helping the charity to meet its strategic objectives?**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**03.3.26 Please explain:** \_\_\_\_\_

**03.3.27 Communicating and engaging with the charity**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**03.3.28 Please explain:** \_\_\_\_\_

**03.3.29 Delivering basic IT services quickly and reliably**

- 1=Poor
- Adequate
- Satisfactory
- Good
- 5=Excellent

**03.3.30 Please explain:** \_\_\_\_\_

#### Section 4: How Senior Management relate to IT

##### **O3.4.1 How important do you consider IT to be to the successful delivery of your corporate strategy or vision?**

- Not important at all
- Not very important
- Somewhat important
- Very Important

**O3.4.2 Please Explain:** \_\_\_\_\_

##### **O3.4.3 How frequently is IT included in your board agenda?**

- Never
- Sometimes
- Regularly
- Always

**O3.4.4 Please explain:** \_\_\_\_\_

##### **O3.4.5 How regularly does your IT department inform the business about new opportunities enabled by new technologies?**

- Never
- Sometimes
- Regularly
- Always

**O3.4.6 Please explain** \_\_\_\_\_

##### **O3.4.7 To what extent does your IT department understand your business needs?**

- Not at all
- Not really
- To some extent
- To a large extent

**O3.4.8 Please Explain** \_\_\_\_\_

##### **O3.4.9 To what extent does your IT department support the business user needs?**

- Not at all
- Not really
- To some extent
- To a large extent

**O3.4.10 Please Explain** \_\_\_\_\_

##### **O3.4.11 To what extent is your IT strategy integrated with your corporate strategy?** **Independent**

- Corporate Strategy drives IS Strategy
- IT strategy drives corporate strategy
- Business Strategy includes IT Strategy

**O3.4.12 Please Explain** \_\_\_\_\_

**03.4.13 How would you rate your charity's maturity level in terms of IT Governance?**

- 0 Non Existent: Management processes are not applied at all
- 1 Initial: Processes are ad hoc and disorganised
- 2 Repeatable but Intuitive: Processes follow a regular pattern
- 3 Defined Processes: Processes are documented and communicated
- 4 Managed and Measurable: Processes are monitored and managed
- 5 Optimized: Good practices are followed and automated

**03.4.14 Please explain** \_\_\_\_\_

**Section 5: Current and Future Priorities**

**03.5.1 What are the top three ways you would like to see IT supporting your charity more effectively?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**03.5.2 What are the top three things that IT does for your charity now?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**03.5.3 Any other comments?**

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