



BENCHMARKING SURVEY

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Benchmarking Overall Objectives

- Begin to understand the impact of tribal & government size and governance structures on economic growth & innovation/strategic priorities.
- Perform comparative benchmarking and look for insights on how to be successful.



Tribe Boards/Committee Key Findings:

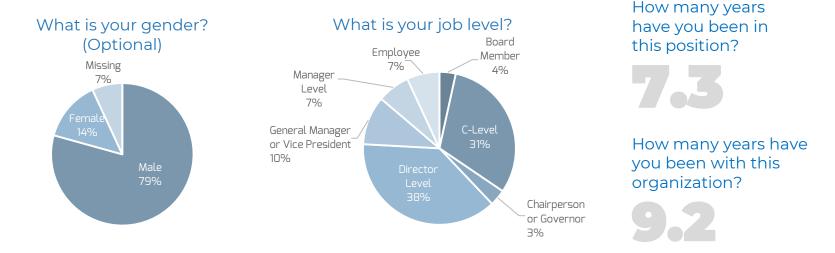
- 1. Unique Challenges but not so different from Commercial Organizations
- 2. Leadership leaning towards
 - a. short term results
 - b. Little tolerance for new points of view
 - c. Lack of understanding technology
- 3. Need for focus on a strategy and deployment to achieve effective results
- 4. Lack of skills but it can be addressed with outside assistance and individual development

IT Structure /Services Key Findings:

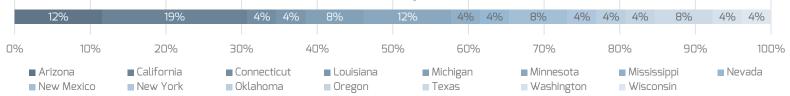
- 1. Above industry average in most Service and Support categories
- 2. Lacking behind in Organizational training and processes
- 3. Real need to improve actionable and timely analytics and reporting



Demographic Summary



In what state are you located?



Skills represented on the Board

Well represented

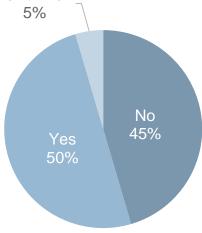
Legal & Regulatory Management Financial **Poorly represented**

Technology Cyber Audit Social Media

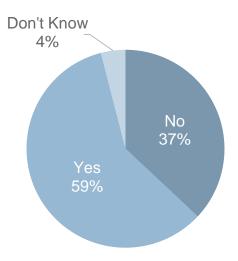


Board and Committee Knowledge

Confidence in Skills of Board Members Don't Know 5%



Effectiveness of Board Members



Board Member Characteristics

- Only 50% understand the boundary between board oversight and actively managing
- Only 50% understand the strategy
- 60% do NOT tolerate dissent
- Only 50% are open to new points of view



Building Capacity and Teams

- More than 50% not managing effectively their teams
- More than 50% do not have the tools or development systems at their disposal
- Yet 60% confidence in the willingness of management
- 60%+ management focused on short term and avoiding mistakes.
- More than 2/3 understand the need for:
 - o Change management
 - o Innovation
 - o Enhancing attitudes and values of staff
 - o Organizational change



End-User Satisfaction for Information Technology

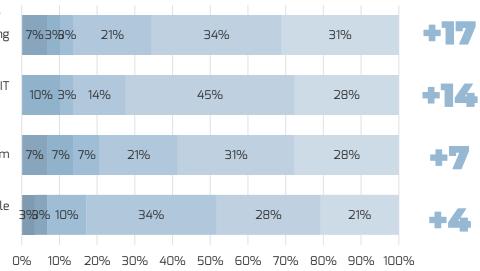
End-User Satisfaction Overall Support for IT

Suite of Applications: How satisfied are you that the collection of applications provided to you by IT is the appropriate set for enabling you to do your job effectively?

IT Services: How satisfied are you that the services provided by IT enable you to perform your job effectively?

IT Communication: How satisfied are you with IT's ability to communicate to you regarding the information you need to perform your job effectively?

Business Enablement: How satisfied are you with IT's ability to enable the organization to meet its overarching goals? Support Score



■ 1 = Not at All Satisfied ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ 10 = Fully Satisfied Support Score = Supporters (9 and 10) minus Detractors (1 to 6)

End-User Satisfaction Business & IT Communications

Support Score

end	3%8%	67%		28%				38%						21%			+52		
of Ise?	3%	14%	-	10%	7%		21%			28	3%		14	%	3%	-1	7		
the	7%	7%	17%			28%			24%			17%			+2	8			
itive tive	3%8%	67%	109	%	14%			31%	D			21%		100	%	+	7		
0%		20	20% 40			% 60			1%		80%		100%						

Professionalism: How satisfied are you that IT staff interact with e users in a respectful and professional manner?

Training: How satisfied are you with the quality and timeliness of training you are provided on the applications and IT services you us

> IT Agility: How satisfied are you that IT is able to adapt to changing needs of your organization?

Company Innovation: How satisfied are you that IT brings innovat technology to the business to give your organization a competiti advantage?

■1=Not at All Satisfied ■2 ■3 ■4 ■5 ■6 ■7 ■8 ■9 ■10=Fully Satisfied

End-User Satisfaction IT Services

IT Policies (e.g. admin rights on devices, BYOD) do not materially hinder my effectiveness and are communicated effectively	3%%%%%%		%	4 31%		31%			17% 3%	+4	
Timeliness and value of current analytics and reports	4%4% 7%		26%		7%	% 22%		15%	15%	-33	
Performance and capabilities of IT-provided devices (laptops, smartphones, etc.)	3%7% 21%			-	38%		21%	10%	+21		
Availability and speed of the network and internet access	3%8%	b 10%	7%	14%		28%		21%	14%	+11	
Timeliness of Service/Help Desk's resolution to reported issues	7%	7%	17%	J		41%		17%	10%	+14	
Effectiveness of Service/Help Desk's ability to resolve reported issues	7%	7%	10%		31%		28%	, 	17%	+31	
(]%	10%	20%	30%	40% !	50% 60	1% 70%	% 80%	90% 100	%	
■1= Not at All Satisfied ■2 ■3 ■4 ■5 ■6 ■7 ■8 ■9 ■10 = Fully Satisfied Support Score = Supporters (9 and 10) minus Detractors (1 to 6)											

Support Score

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