



TRIBALHUB

POWERED BY INFO-TECH
NATRC
NATIVE AMERICAN TECHNOLOGY RESEARCH CENTRE

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

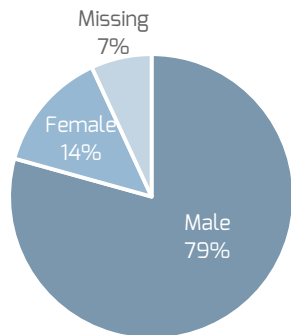
IT Structure /Services Key Findings:

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

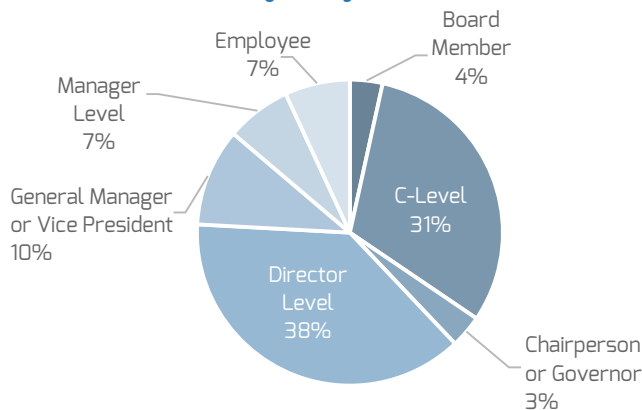


Demographic Summary

What is your gender?
(Optional)



What is your job level?



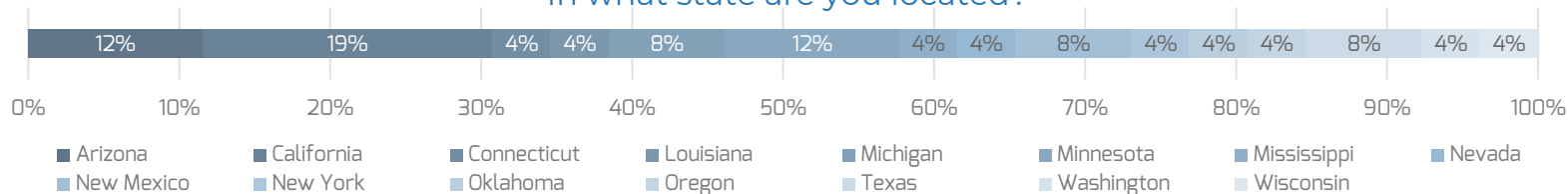
How many years have you been in this position?

7.3

How many years have you been with this organization?

9.2

In what state are you located?



Skills represented on the Board

Well represented



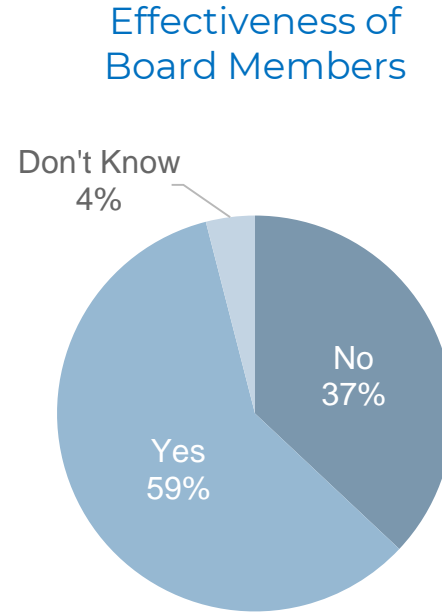
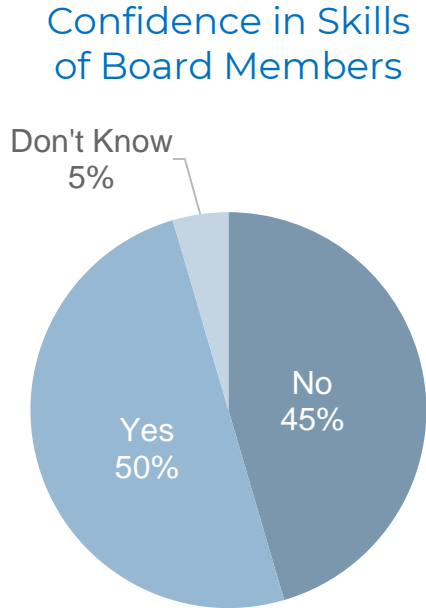
Legal & Regulatory
Management
Financial

Poorly represented

Technology
Cyber
Audit
Social Media



Board and Committee Knowledge



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:
 - Change management
 - Innovation
 - Enhancing attitudes and values of staff
 - Organizational change

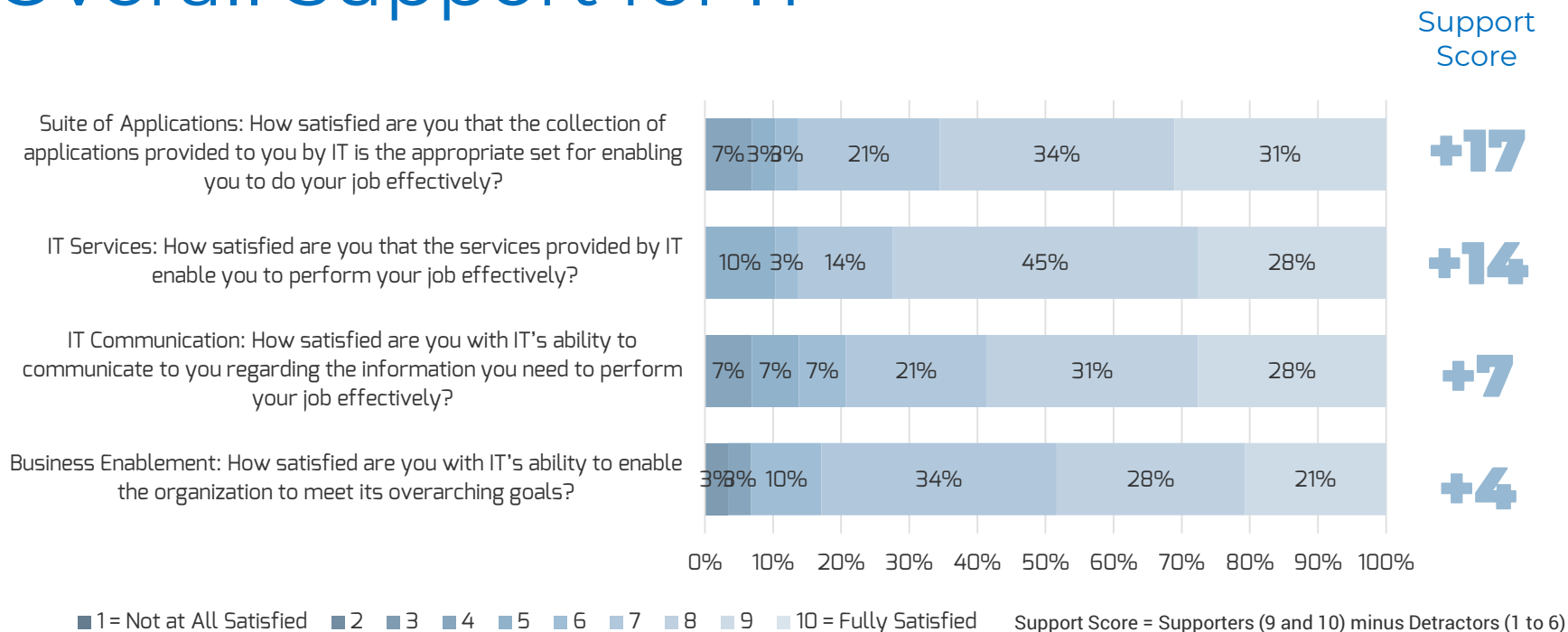




End-User Satisfaction for Information Technology

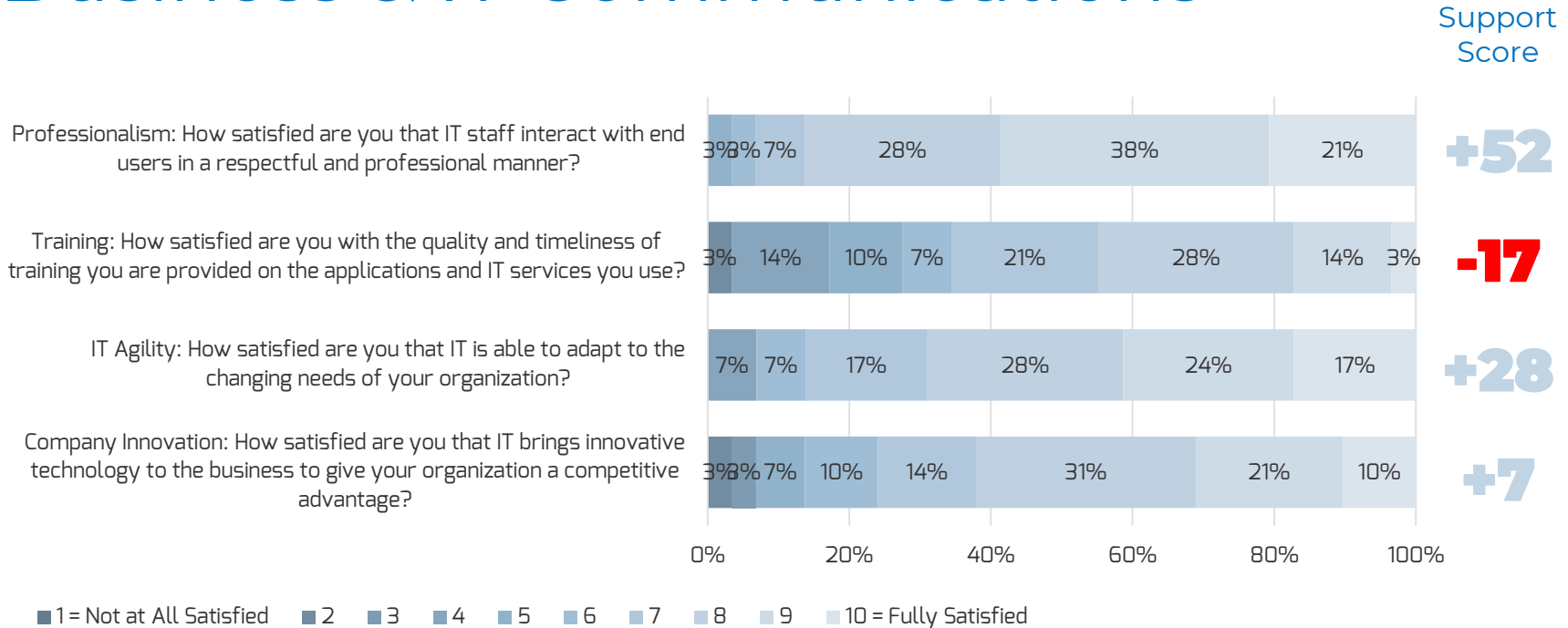
End-User Satisfaction

Overall Support for IT



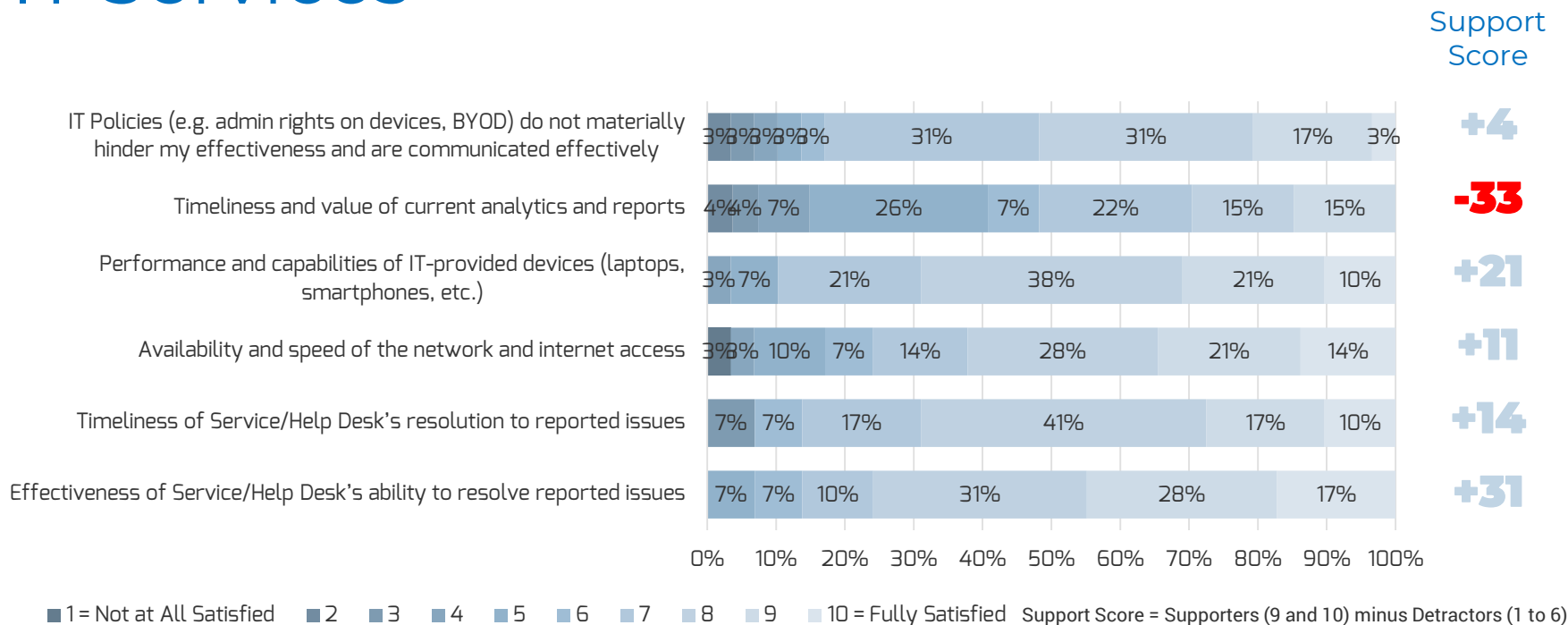
End-User Satisfaction

Business & IT Communications



End-User Satisfaction

IT Services



Thank You.

A hand is holding a white, rectangular card with rounded corners. The card is positioned in the lower half of the frame, partially obscuring the word 'You.' from the 'Thank You.' text above. The card contains contact information for Marcel van Hulle.

For more information please contact:
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