



HARNESS THE 3X3 METHODOLOGY TO
**DRIVE IT MATURITY ACROSS
YOUR ORGANIZATION**



Guiding your company through the wilderness of chaos, inefficiency, and disorganization to the promised land of high digital maturity might well be the single most impactful thing a modern IT team can do. Digitally mature organizations are more efficient, more organized, safer, and generally just better to be involved with; their business objectives are tightly in sync with their IT operations, tools, and processes.

But reaching that point of IT maturity is far from easy. It requires company-wide coordination, skilled leadership, the right people on the right jobs, appropriate tools, and time. The good news is that

there are steps you can take to reach IT maturity more easily and successfully.

The 3x3 methodology for IT maturity is one of our favorite models here at DYOPATH. We've found it helps companies understand IT maturity and implement the steps they need to get there much more reliably.

In this white paper — based on insights from James Melchor, DYOPATH's Chief Innovation Officer, and Ken Garcia, our Senior Director of Sales — we'll look at the 3x3 methodology, how it works, and how it leads to IT maturity.

Understanding IT Maturity Levels

Before we dive into the 3x3 methodology and how it works with your IT maturity goals, it's important to spend a little time exploring what IT maturity really means and how to measure it. There are five levels of IT maturity to be aware of, each with its own unique characteristics.

- **CHAOS.** At this stage, your organization's IT is in a state of disarray. Everything is disorganized and frantic, with constant problems and no reliable solutions. Your people don't understand their jobs, and nobody knows how to move things forward.
- **REACTIVE.** Only slightly better than the chaos stage, this is where your teams have some understanding of the problems they face but are only able to react to those challenges rather than proactively anticipate and prevent them.
- **PROACTIVE.** At this stage, your IT team can proactively tackle and mitigate key problems, but they lack the ability to think and act in a strategic, long-term way.
- **SERVICE.** This is where your IT department can start to take a programmatic approach based on a long-term strategic vision that understands your company's wider challenges and goals and can take clear and decisive action to address them.
- **VALUE.** Here, your IT operations are truly aligned with your wider business objectives. IT works in unison with the rest of your organization to support key goals and initiatives.

Most companies land somewhere between the chaos and value stage. With each rung up the ladder you move, you'll unlock new levels of efficiency, productivity, and security. In the next section, we'll take a closer look at what you stand to gain.

The Concrete Benefits of IT Maturity

Mature companies perform better in a plethora of different ways. [Research by Forrester](#) found that companies with a strong alignment between their business needs and their technology strategy and capabilities (high IT maturity) grow 2.4 times faster than their counterparts and are twice as profitable.

When your company is more mature, you can unlock the benefits of new technologies.

James says, “You have to be at a certain level [of maturity] to even take advantage of automation. You need to understand what you’re trying to achieve[, ...] the requirements[, and] the processes that you’re trying to automate. If you’re able to progress through a maturity model and develop what those processes are, then you can really start to take advantage of automation.”

Security is another benefit of IT maturity. Mature organizations can monitor their networks more effectively, identify threats quickly, and take decisive action to prevent attacks. On the other hand, chaotic companies will be unable to do this, which leaves them in a constantly vulnerable state.

The Power of the Right Model

So how do you move your organization from the chaotic, unpredictable quagmire of low maturity and tap into all the benefits we outlined and more? One of the best approaches here is to use a tried-and-tested maturity model.

The right model can transform the IT maturity

journey from a daunting, overwhelming prospect into a manageable series of goals. For many organizations, a model is the factor that makes IT maturity possible and gets the needle moving.

How do you find the right model? At DYOPATH, we’ve had great success helping our partners with the 3x3 methodology.

Introducing the 3x3 Methodology for IT Maturity

You might have seen the 3x3 model format before — it involves grouping key tasks, information, or concepts into a 3x3 grid to make things easier to understand and visualize.

In the case of our 3x3 IT maturity model, we’ve broken down the process of achieving IT maturity into three stages with three key components each.

Let’s break that down a little more.

Assess, Analyze, Address

This is the first step on the way to IT maturity, and it underpins everything you will do going forward. At this stage, you’ll assess your current IT maturity level and determine which of the five stages your company belongs to right now.

This involves a lot of analysis — you’ll need to spend



time collecting data and drawing insights from it to look at where you are, what specific challenges you’re facing, where your weak points are, and what you need to improve to reach your goals.

The final stage of this process, “address” is where you take the concrete actions needed to tackle your challenges and start moving toward a more proactive IT strategy.

Stabilize, Standardize, Secure

Once you've assessed your current maturity level and begun to take steps to address your issues, you need to stabilize your environment so you can start moving away from dealing with problems as they arise and instead move toward ongoing monitoring and prevention.

A crucial step here is standardization. If not done right, this can prevent you from building stability. You need standardized processes, tools, and approaches to build a more predictable, stable organization that isn't constantly in a state of confusion and chaos.

As you implement standardization and build a more stable organization, you'll inevitably need to consider your security. Your processes, tools, procedures, and various elements of your infrastructure must be protected from the myriad of threats out there to maintain the stability your company needs to achieve true IT maturity.

People, Processes, Tools

The way we think about digital maturity at DYOPATH is in terms of the people, processes, and tools that drive your goals. These three areas will be the linchpins of your success (or failure) — what you do here determines how well you do everything else.

A common challenge businesses run into with people, processes, and tools is losing sight of the business's overall goals. They end up focusing too narrowly on IT objectives and start to disconnect from the rest of the organization.

"It's extremely hard to mature an environment. Really," says James. "What you start to do is mature an environment in a different direction than what the business is trying to go in. So it's very critical to start maturity from understanding what your business is doing."

You need the right, skilled people working together with reliable information and appropriate technologies and tools. You need clear, standardized processes based on rigorous analysis that you are prepared and able to adapt over time.

Outcomes to Expect From the 3x3 Methodology

Once you have the 3x3 model in place, what's the end goal? We've looked at the key areas you should focus on, but what are the concrete outcomes you can expect from the process? We can break the outcomes you can expect into people, processes, and tools.

People

When it comes to the people in your organization, the 3x3 model can provide clarity and understanding around what your teams are doing. This can refer to your in-house staff, contractors, outsourced professionals, service partners, and more.

The 3x3 methodology provides what we call resource clarity here — helping you create clear roles for these people so they can push towards your maturity goals. Part of this involves setting appropriate performance metrics so you can easily assess whether your people are on track and where you need to make changes.

Another factor is communication and ensuring your teams have everything they need to stay in touch with each other and resolve issues.

Processes

One major outcome of the 3x3 model is aligning your IT maturity goals with your wider business processes. This starts with a gap analysis to find out where things stand currently, and then establishing the right metrics to focus on to get you where you need to be, along with the processes and tools you need to accurately measure those metrics.

Another area of focus here is standards like

[information technology infrastructure library \(ITIL\)](#) and how you can use it and frameworks like it to drive better performance throughout your organization.

Tools

The tools and technologies that underpin your business are another key outcome of the 3x3. We focus on finding the best combination of tools to drive IT maturity and business alignment and helping you use those tools more efficiently. This

process also involves discarding tools that hold you back.

For example, your security software might have some benefits, but it might also slow the business down and hinder productivity. There's a cost-benefit analysis for every tool you use, and it's all about finding the appropriate balance. You need to have processes in place to regularly assess and review your tools and determine whether you should keep using them.

Achieve IT Maturity With DYOPATH & DYOSPHERE

When it comes to IT maturity, our focus is on guiding our clients through the journey with the end goal of aligning their IT capabilities with their wider business.

We've talked a lot about the 3x3 model and the importance of IT maturity, so let's take a look at some of the specific ways DYOPATH can help you implement the model and achieve IT maturity.

The Risks of Going It Alone

Can you achieve IT maturity on your own? The answer is yes, but it will likely take far longer and carry more risk.

A common problem we see when businesses go it alone is hyper-focusing on technology and IT issues, to the point where they ignore the wider business implications and end up maturing their IT in a way that doesn't quite line up with the organization as a whole.

Introducing DYOSPHERE

At DYOPATH, we have years of experience helping companies achieve IT maturity. We can take care of the steps you need to reach maturity while leaving you free to focus on your business-specific goals and projects.

DYOSPHERE is built for this purpose. It's designed to focus specifically on IT service management and using IT service management to maturity. Our focus with DYOSPHERE is on building a strong, productive partnership with our clients so we can help them

reach their business goals.

We rely on the 3x3 methodology to take care of people management, process management, and tools selection — all full-time jobs — so your teams can focus on driving business value in other areas.

How It Looks for a New Customer

So how does DYOSPHERE look from the perspective of a new customer? We start with our standard onboarding process, where we'll assess your current state and determine your organization's maturity level. This involves collecting and analyzing data and quickly identifying a shortlist of issues that are holding you back along with concrete steps to resolve these.

Based on this initial semi-assessment, we'll then create and execute a plan to address your issues and move toward maturity based on the 3x3 methodology. We'll help you build and automate the right processes through self-service portals, meet with you regularly, and take a proactive role in helping you embrace continuous improvement.

Make IT Maturity a Priority

When you reach the higher levels of IT maturity, your business will look very different. Here are some of the key advantages:

- **INNOVATION.** A mature business has true alignment between IT and the organization as a whole, which gives you a critical advantage. Your teams can get maximum benefit from your IT tools and processes, which helps you drive innovation and push through new initiatives faster and more efficiently than your competitors.
- **SECURITY.** When your IT infrastructure is firing on all cylinders and tightly in sync with the rest of your business, it's much easier to keep your data and assets safe from cyber threats. While a chaotic and immature business will have glaring vulnerabilities, a mature organization will have robust, reliable security procedures to keep you safe and compliant at all times.
- **GROWTH.** A mature company is able to streamline processes, invest in the best tools for each job, and help people be as efficient and productive as possible. This eliminates a ton of the reactive tasks that suck up huge amounts of time and money, allowing your teams to tap into massive productivity gains and collectively drive your business forward at a much faster pace.

Achieving a high level of IT maturity is a difficult, time-intensive task that few businesses ever complete because they don't approach it correctly and end up stuck in a lower level of maturity. By making it a priority and working with an expert, you can avoid burning through resources to solve the same problems over and over again and instead set up your organization for ongoing growth and success.

Work With DYOPATH

With the help of DYOPATH and our DYOSPHERE solution, you can start moving toward a higher level of IT maturity. Our 3x3 methodology takes care of the critical work needed to advance through the levels of maturity, leaving your teams more free to focus on business-critical work without being overwhelmed and occupied by lower-level tasks. [Find out more about DYOSPHERE and how it can help you build a more mature, secure, productive, and efficient organization.](#)

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