



We study what is proven to work at top-performing organizations in order to provide practical insights for all levels of IT management.

IT Process Institute

Charter Membership Overview

IT decision makers often turn to advisory services and industry best practices to look for guidance on organization and resource decisions. However, these sources of information often aren't based on data, and may only enable average performance.

The IT Process Institute has developed a unique alternative source of information for IT decision makers that is designed to enable data driven decisions in the pursuit of exceptional levels of IT performance.

Our focus is on studying how top-performing IT organizations achieve highest levels of performance that enable competitive advantage. Our research findings, benchmarking tools, and prescriptive guidance are designed to leverage what is proven to work at top-performing organizations in order to provide practical insights for all levels of IT management. Our mission is to enable catalytic change and performance breakthrough for those organizations seeking competitive differentiation through IT operational excellence.

Our shared research model was developed based on research consortiums common to other industries, and allows participating organizations to share the cost and the benefits of studying how top-performing IT organizations address key operational issues. Participating IT organizations help direct our research agenda and can involve senior IT practitioners with interpreting and applying our findings, while networking with other experienced IT experts in the industry.

Competitive value for IT organizations

Our content is designed to enhance other sources of executive guidance with evidence-based material. Using an evidence-based management approach can assure IT executives making resource and organizational decisions that they are cutting through the noise and making decisions based on what is proven to work at other top-performing organizations. Having a more assured path to success adds a powerful management capability to IT organizations that need the highest levels of performance to create and sustain a competitive advantage.



Charter Membership Includes

Annual Charter Membership will include participation in and access to a range of programs that will expand in scope as membership increases.

- Up to 2 major research projects per year. Members get voting rights to participate in research topic selection, and can involve senior IT practitioners on virtual research teams on a project basis to help interpret analysis and findings.
- Up to 2 benchmarks per year. The results of each major research project will be used to create benchmarks of both practices and performance results that are built into easy-to-use diagnostic tools. Member organizations will have unlimited internal use of benchmark tools for use as needed at group, department, division, or corporate levels.
- Top-Performer roundtables. We will host regional top-performer roundtables that allow members to meet and share proven practices based on research projects. The objective of these meetings is to use study findings about what is proven to work as a cornerstone for structured sharing of applied findings.
- Access to all materials. Member organizations will have internal use rights to all ITPI research reports, Executive Snapshots, Top-Performer Profiles, and Applied Finding Notes published by the ITPI.
- Complimentary copies of books published by the IT Process Institute.

Membership Benefits

Members become stakeholders in the planning and prioritization of the activities of the IT Process Institute. As a group, we will focus on identifying practices that break through performance parity, and elevate IT capabilities to levels that enable competitive advantage.

Members will benefit by having access to applied findings, benchmarking tools, and networking opportunities that are all grounded in empirical evidence based research. Members can enable evidence based decision making to identify performance improvement opportunities at their organization. Members can share applied findings with other performance focused practitioners. In an enterprise membership environment, that knowledge can translate into competitive advantage through improved IT operating efficiency and effectiveness.

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