Clearly Communicating IT Investment Costs

IT leaders express serious concern about IT's influence and importance to the organization.
Point of the article: A struggle to communicate the value of IT investments and costs to the public sector.

Part of this problem? A struggle to communicate about the value of IT investments and costs to the public sector.

Read through our infographic to see where, according to a GovLoop survey of 250 public sector employees, government is struggling in communicating IT costs; how an approach called Technology Business Management (TBM) can change that; and how these efforts can help agencies meet FITARA mandates.

FITARA is U.S. legislation that expands and centralizes federal CIO control over IT investments. But recent scores for progress towards the Federal IT Acquisition Reform Act (FITARA) showed need for improvement.

Believe their agency does not have a clear understanding of how much IT is being purchased or at what cost
Said they face challenges in implementing FITARA requirements
Other Reporting and understanding your data
Data center consolidation
Risk assessment
Risk management, transparency
IT portfolio savings
Incremental project development
Said leaders and stakeholders only see technology expenses as basic IT costs instead of as important investments that empower the overall agency mission
Feel their agency’s non-technical leaders do not have a clear understanding of the value of IT purchases and investments
Feel there is not clear communication between non-technical leaders and the IT department about agency IT needs and costs
Believe that clear communication to nontechnical leaders about IT investments and needs is important to develop

Federal IT leaders can boost their scores and build a strong FITARA foundation by leveraging an approach called Technology Business Management (TBM).
TBM enables IT to manage its business, deliver cost-effective services and partner to create value. It is a decision-making framework for making fact-based tradeoffs of cost, consumption, capacity, performance, features, benefits and risk of IT services.

The 10 Core Tenets of TBM
TBM includes working with federal IT leaders to adapt key learnings and standards to government needs and FITARA requirements so they can answer crucial questions:

What is TBM?

Download the Federal IT COST Commission report
For more best practices to communicating IT costs, download the Federal IT COST Commission report.