

Reorganization Leads Government IT Dept toward More Productive Future

Client Problem

A government IT department grappled with serious organizational and cultural problems trying to meet the strategic and tactical needs of its customers. Achieving only marginal success and frustrating stakeholders led them to engage WillowTree Advisors for help.

WTA Solution

WTA conducted a thorough review of operational efficiency for the client, establishing a baseline for staffing and spending, and benchmarking costs and efficiency against data from similar enterprises. Utilizing WTA's proprietary 360 IT Assessment Process—including documentation reviews, interviews, and surveys with stakeholders—revealed how well the client met customer business requirements. WTA then identified opportunities to improve performance, increase efficiency, and keep pace with changing future needs.

Recommendations began with two possible reorganization scenarios to optimize interactions between the IT organization, business units, and leadership. Both included empowering the IT department to make decisions for the organization's greater good and appointing an administrative manager for oversight. WTA also helped the leadership understand its critical role in supporting the IT department to make it successful.

Successful Outcome

The IT department gained a solid understanding about which ailments they could fix themselves, and which belonged to the organization as a whole. Getting the leadership on board when appropriate helped the IT department and the entire organization change the way they did business, and laid the foundation for continual improvement going forward.

"We were pleased with the outcome of the assessment, and specifically with Kathryn's professionalism and expertise."

IT Director

"Best assessment of this type we have had performed for our organization."

Member, Board of Commissioners



IT Staff and Stakeholders met to review IT services and identify issues and concerns and ways to improve.

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