

## Information Maturity Survey Results

The Information Maturity Survey reflects how an organization REALLY views data, as well as its potential to successfully deploy integrated data or information. The survey used to produce the results below was developed from publicly available web sites, books and other relevant material. A bibliography follows at the end so you can customize a survey for your own needs.

Results are interpreted based on simple examination of where most of the feedback “lands” on the scale. There are other more quantitative approaches available, as well as proprietary –type surveys, but this approach is adequate for 95% of all situations.

Survey Questions	Response Distribution by Category		
	Agree/Strongly Agree	Neutral or Undecided	Disagree/Strongly Disagree
<b>Information Management Profile</b>			
1. The enterprise has published principles on how we will view and handle data and information.	21%	7%	72%
2. There are standards for how data is presented to all users, and standards within IT for describing data	10%	23%	77%
3. There are policies for managing data that are published	45%	23%	32%
4. The data policies are understood and adhered to consistently	28%	11%	61%
5. There are rules for sharing and moving data in and out of the organization	40%	13%	47%
6. There is a widespread understanding of the importance of data quality	51%	2%	47%
7. People are willing to be held accountable to a single standard of data quality	5%	28%	67%
8. Data controls are adequate enough so we trust all numbers and information that is published	56%	1%	43%



9. Data controls are adequate and we do not worry about regulatory issues due to data issues	45%	7%	48%
<b>Cross Functional Capability</b>			
1. My organization carefully communicates its vision and key success factors to its employees.	39%	11%	50%
2. I feel that I can call, email or talk to a co-worker in another department about a process issue that affects both of us, with some action as an outcome of the conversation.	68%	5%	27%
3. My work is not hampered by “siloed” functional areas and organizational hierarchies.	35%	5%	60%
4. My work is not hampered by required management approvals.	45%	7%	48%
5. My work is not limited by a lack of qualified resources.	46%	18%	36%
6. My work is not hampered by a lack of management communication.	28%	12%	53%
7. I understand other functional areas’ work goals and objectives.	17%	17%	66%
8. I think other areas understand my area’s work goals and objectives.	15%	25%	60%
9. My co-workers and I understand each other’s work-related problems and difficulties.	46%	26%	28%
10. My co-workers and I can change a process if it is not working effectively.	26%	10%	64%

Survey Questions	Response Distribution by Category		
	Agree/Strongly Agree	Neutral or Undecided	Disagree/Strongly Disagree
11. I know which other functional areas are involved in my work processes.	56%	11%	25%
12. I have regular opportunities to openly discuss my action plans with my co-workers and my management.	50%	19%	31%
<b>Business Alignment</b>			
13. My organization and its top team systematically redefines its strategy to align people, systems and resources to the conditions of the external environment.	13%	44%	43%
14. The top management team identifies and focuses attention on critical areas where improvement is needed.	17%	43%	40%
15. My organization adapts quickly to changing business circumstances.	16%	22%	62%
16. My organization adapts effectively to changing business circumstances.	18%	11%	71%
17. My organization is capable of adapting successfully to changes in the business environment.	27%	11%	62%
18. I have the knowledge available to me to meet my organization's goals.	31%	11%	58%
19. My co-workers and I reflect on past performance and actively seek to improve our collective knowledge to improve our results.	37%	23%	40%
20. Sharing "lessons learned" with others helps improve performance.	66%	22%	12%
<b>Response Distribution by Category</b>			



Survey Questions	Agree/Strongly Agree	Neutral or Undecided	Disagree/Strongly Disagree
21. Knowledge is freely shared between members of my group and team no matter what functional area they come from.	38%	17%	45%
22. I understand the key indicators that measure my organization's performance.	39%	20%	41%
23. My organization recognizes trends that signal obstacles or opportunities for organizational performance.	17%	33%	50%
24. My organization uses this information to make direction-setting decisions for the business.	11%	24%	65%
25. I collect and analyze information related to my work.	31%	14%	55%
26. I use the analysis to make changes in my work processes to improve performance.	31%	24%	45%
27. I have targets for my work that are measured by my management.	38%	12%	50%
<b>Leadership Temperament</b>			
28. Our leadership has a long-term focus.	33%	22%	40%
29. Updates about the organization are regularly communicated to me.	36%	14%	50%
30. I am confident that corporate leadership is committed to the organization's vision.	54%	12%	34%
31. I am confident that my managers are committed to the organization's vision.	49%	11%	40%



Survey Questions	Response Distribution by Category		
	Agree/Strongly Agree	Neutral or Undecided	Disagree/Strongly Disagree
32. My corporate leaders and managers share the same vision.	32%	28%	40%
33. My work processes are affected by teams from other functional areas.	47%	23%	30%
34. Those teams communicate with me in a timely fashion when they impact my work.	10%	10%	80%
35. They provide adequate information for my work-related needs.	12%	28%	60%
36. I can follow up with questions for them at any time I need clarification.	62%	12%	20%
37. Organizational goals are used to make day-to-day work decisions.	10%	30%	60%
38. There is formal planning for achievement of organizational goals.	24%	14%	62%
39. I say what I think without fear of retaliation.	70%	15%	15%
40. I know what is expected of me at work.	59%	11%	30%
41. My management supports me when I raise difficult issues in appropriate settings.	35%	15%	50%
42. Work issues have improved as a result of my input.	22%	16%	62%
43. My management understands what is happening in the organization.	35%	25%	40%
44. My management keeps me informed about what is happening.	33%	13%	54%



Survey Questions	Response Distribution by Category		
	Agree/Strongly Agree	Neutral or Undecided	Disagree/Strongly Disagree
45. My management values my ideas and treats me with respect.	49%	11%	40%

**Bibliography:**

- ✓ Proscii: 2007 Best Practices Report
- ✓ [www.change-management.com](http://www.change-management.com) – Proscii’s website for change management
- ✓ [www.changeguidesllc.com](http://www.changeguidesllc.com)
- ✓ [www.performanceprograms.com](http://www.performanceprograms.com) - change readiness assessments, other employee survey tools
- ✓ William Bridges, *Managing Transitions*
- ✓ Kate Nelson and Stacy Aaron, *The Change Management Pocket Guide*