

ITWVNET

The Global IT Professionals Community



# DR. Alejandro Debenedet



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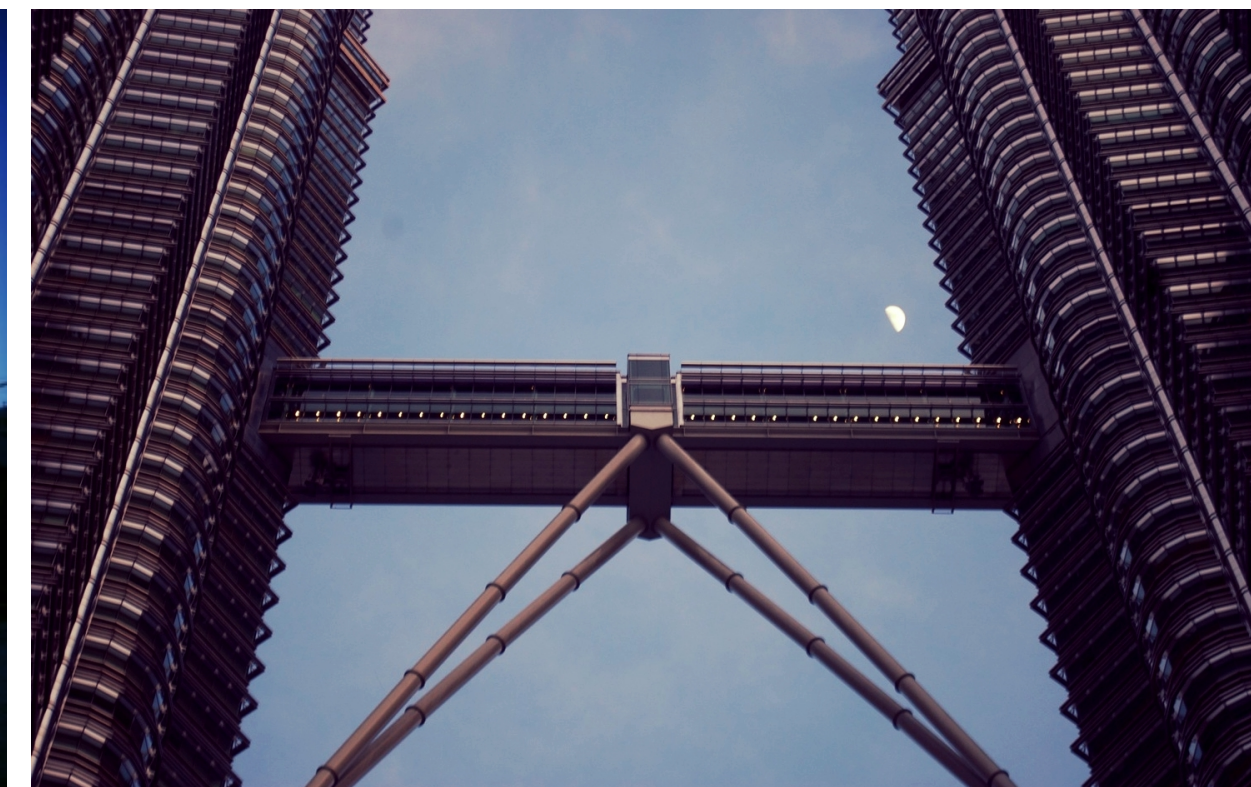




# Alejandro Debenedet

The best results come when we are able to work together and have successful teams.

I consider myself as a bridge, a connector between parties, objectives and goals, organizations and communities.





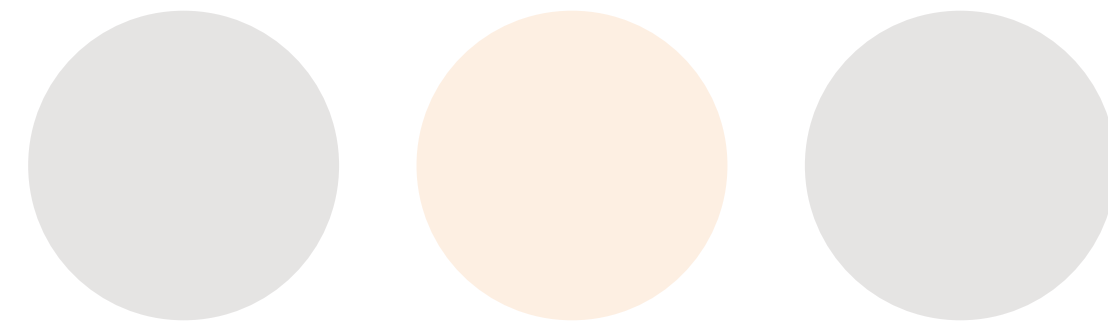
# “Eventually, everything connects”

Charles Eames





# ITWNET Es ...



**Visión:** Convertirnos en la Comunidad Global de Profesionales de TI por excelencia, enfocada en apoyar las necesidades diarias de inspiración, aprendizaje y colaboración.

**Misión:** Llenar el vacío de una comunidad de TI que sea realmente global, independiente y transparente donde todos sus recursos se centran en proveer para las necesidades y expectativas de cada uno de sus miembros de manera igualitaria.

**Objetivo:** Contribuir para que el profesional de TI sea cada día mas exitoso.

The Global IT Professionals Community

**Lema:** Con el tiempo, todo se conecta!



IT-CMF

Edition 2017

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IT-CMF

IT CAPABILITY  
MATURITY FRAMEWORK™



# ITCMF - Sus orígenes

IT

Tecnología de la información

Capability

Capacidad "es una palabra que consiste en" capacidad "y" capacidad "y se define como una habilidad que es necesaria para lograr constantemente objetivos y objetivos esperados para resolver problemas en la organización al equilibrar entre" poder de ejecución "y" capacidad aceptable "

Maturity

Una forma de medir el incremento de valor de las capacidades y de generar datos para compararlo con otros

Framework

Marco de trabajo Elemento de balance, estandarización y de aseguramiento de calidad que permite utilizar un determinado elemento de manera independiente de la industria o mercado.

## Steering Patrons



## Patrons



## Contributors



## Associates





# ITCMF - Sus objetivos



Helpful

IT-CMF ayuda a las organizaciones a desarrollar capacidades de TI duraderas.



Coherent

Está respaldado por conceptos y principios coherentes que ayudan a las partes interesadas a acordar objetivos estratégicos, implementar acciones planificadas y evaluar el desempeño.



Complementary

Complementa otros marcos específicos de trabajo (propios o de terceras partes) en uso en la organización y genera análisis de requerimientos específicos (gap analysis)



Scaleable

Se puede utilizar para orientar la mejora del rendimiento en organizaciones de cualquier tamaño y en cualquier sector.



# ITCMF – Sus estructura

## Managing IT like a Business

- AA Accounting and Allocation
- BP Business Planning
- BPM Business Process Management
- CFP Capacity Forecasting and Planning
- DSM Demand and Supply Management
- EIM Enterprise Information Management
- GIT Green IT
- IM Innovation Management
- ITG IT Leadership and Governance
- ODP Organization Design and Planning
- RM Risk Management
- SAI Service Analytics and Intelligence
- SRC Sourcing
- SP Strategic Planning

## Managing the IT Budget

- BGM Budget Management
- BOP Budget Oversight and Performance Analysis
- FF Funding and Financing
- PPP Portfolio Planning and Prioritization

## Managing the IT Capability

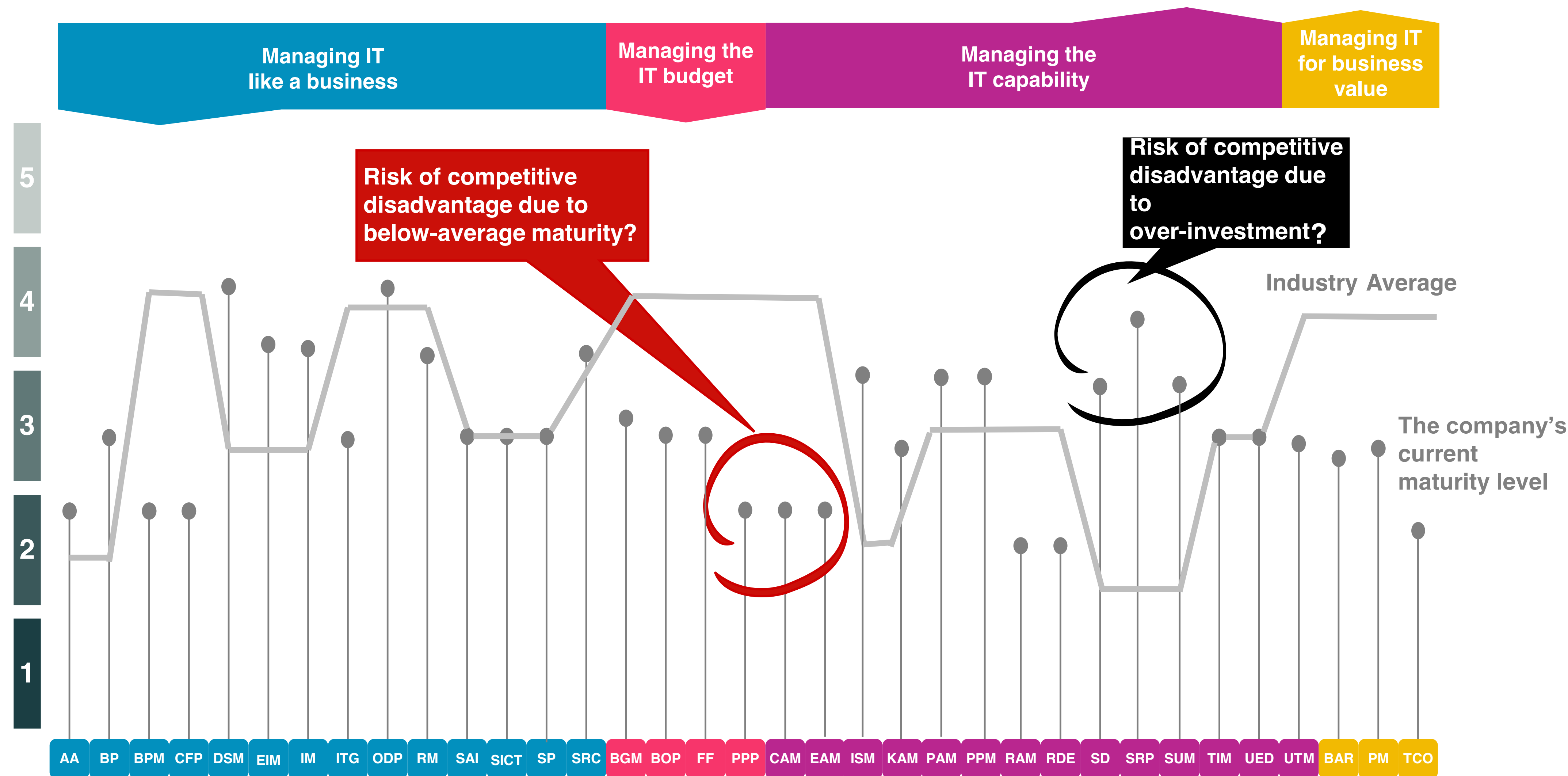
- CAM Capability Assessment Management
- EAM Enterprise Architecture Management
- ISM Information Security Management
- KAM Knowledge Asset Management
- PAM People Asset Management
- PDP Personal Data Protection
- PPM Programme and Project Management
- REM Relationship Management
- RDE Research, Development and Engineering
- SRP Service Provisioning
- SD Solutions Delivery
- SUM Supplier Management
- TIM Technical Infrastructure Management
- UED User Experience Design
- UTM User Training Management

## Managing IT for Business Value

- BAR Benefits Assessment and Realization
- PM Portfolio Management
- TCO Total Cost of Ownership



# ITCMF - Su uso





# ITCMF - Su uso

Repositorio de Conocimiento

Bienes de uso (Usable Assets) Vista del Usuario

## IT-CMF

IT CAPABILITY MATURITY FRAMEWORK™

4x Macro-capabilities

36 x IT management Critical Capabilities

308x Capability Building Blocks + individual maturity profiles

>800x maturity assessment questions

>3,400x practices, outcomes, metrics (POMs)

>XXXx Planned artefacts



Accelerate your organization's digital transformation

The Digital Business Readiness Index (DBRI)

TAKE SURVEY

INNOVATION VALUE INSTITUTE

Survey Help

## IT-CMF Introduction

Read an introduction to IT-CMF and its structure

IT-CMF Introduction

Category	Capability Building Block	Level 1	Level 2	Level 3	Level 4	Level 5
Leadership	Value Orientation	Unclear accountabilities for value delivery; IT costs not related to business outcomes.	Simple project metrics, basic charge-back system.	Basic accountability for value delivery; defined processes and performance metrics.	Defined business value targets for IT; external transparency on IT's performance.	IT is self-funding; costs recovered on a commercial basis.
	Business Interaction	IT and the business are isolated; IT is 'technical'.	Interaction on case-by-case basis.	Regular meetings between IT and the business, with IT versed in financial concepts.	IT and the business closely aligned; effective interaction process in place.	IT plays a key role in business strategy; interaction process optimized.
	Communication	IT and the business speak 'different languages'; top-down communication only within IT.	Key technical language translated for business; limited horizontal communication in IT.	IT communicates in business terms; functioning, top-down, and feedback process in place.	IT and the business communication aligned; 360 degree communication within IT.	Two-way communication at all interface points; continually optimized.
	IT Vision	'IT Vision' concept viewed with skepticism within IT.	Cohesive vision exists but not widely known outside IT; focus is on costs.	IT owns IT vision; actively promoted; focus is on service delivery.	IT vision is industry-wide; focus is on business objectives rather than technical objectives.	IT vision is industry-wide; focus is on competitive advantage; business value creation.
	Style, Culture, and Team Building	IT leader lacks professional management skills; team is micromanaged.	IT leader gives clear direction though bounded by technology; selected individuals are motivated and have accountabilities.	IT leader has a sound grasp of business and delegates effectively; motivated, largely self-directing team.	IT leader anticipates business requirements; team highly motivated to deliver results.	IT leaders are leaders in an industry-wide context; team proactively seeks to improve processes and business value.



# ITCMF - Casos de Éxito – Chevron

Chevron IT estaba interesado en medir el valor que TI puede ofrecer a través de la inversión en innovación



Category	Capability Building Block	
Strategy and Management	A1	Vision Vision for IT Innovation needs to be defined, communicated and reacted/realised
	A2	Strategic Planning Broadly defining scope of impact of IT Innovation in line with business strategy
	A3	Funding and Resource Allocation Broader source of funding and appropriate allocation of resources based on prioritisation
	A4	Portfolio Management Visualising innovation activities within the life-cycle for decision making
People and Culture	B1	Management Leadership Visibility of direction and support of leadership to drive innovation
	B2	Acceptance of Risk Taking Level of attitude towards taking creative risks
	B3	Collaboration Level and the scope of collaboration at the employee level
	B4	Capability Development Skill development and performance management for employees
	B5	Roles and Responsibilities Penetration of innovation activities as everyday work at the employee level
	B6	Rewards and Recognition Scheme of rewarding people based on contribution to IT Innovation



# ITCMF - Casos de Éxito – Chevron

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**Chevron IT’s use of the assessment clarified current status**

Strategy and Management	<p><b>Strengths:</b></p> <ul style="list-style-type: none"><li>- Innovation strategy is well established and aligned with business</li></ul> <p><b>Suggested Improvements:</b></p> <ul style="list-style-type: none"><li>- Increase seed funding, especially for new technologies</li></ul>
People and Culture	<p><b>Strengths:</b></p> <ul style="list-style-type: none"><li>- Chevron culture supports collaboration and puts a high value on ingenuity</li><li>- Chevron also leverages collaboration with external parties</li></ul> <p><b>Suggested Improvements:</b></p> <ul style="list-style-type: none"><li>- Continue to encourage and enhance risk taking practices and to grow leadership practices that promote innovative culture</li></ul>
Process, Tools, and Metrics	<p><b>Strengths:</b></p> <ul style="list-style-type: none"><li>- Good focus on Idea generation, supported with tools and processes for creative thinking and ideation</li></ul> <p><b>Suggested Improvements:</b></p> <ul style="list-style-type: none"><li>- Continue to extend processes and tools from ideation processes through the innovation value chain to production</li></ul>



# ITCMF - Casos de Éxito – British Petroleum

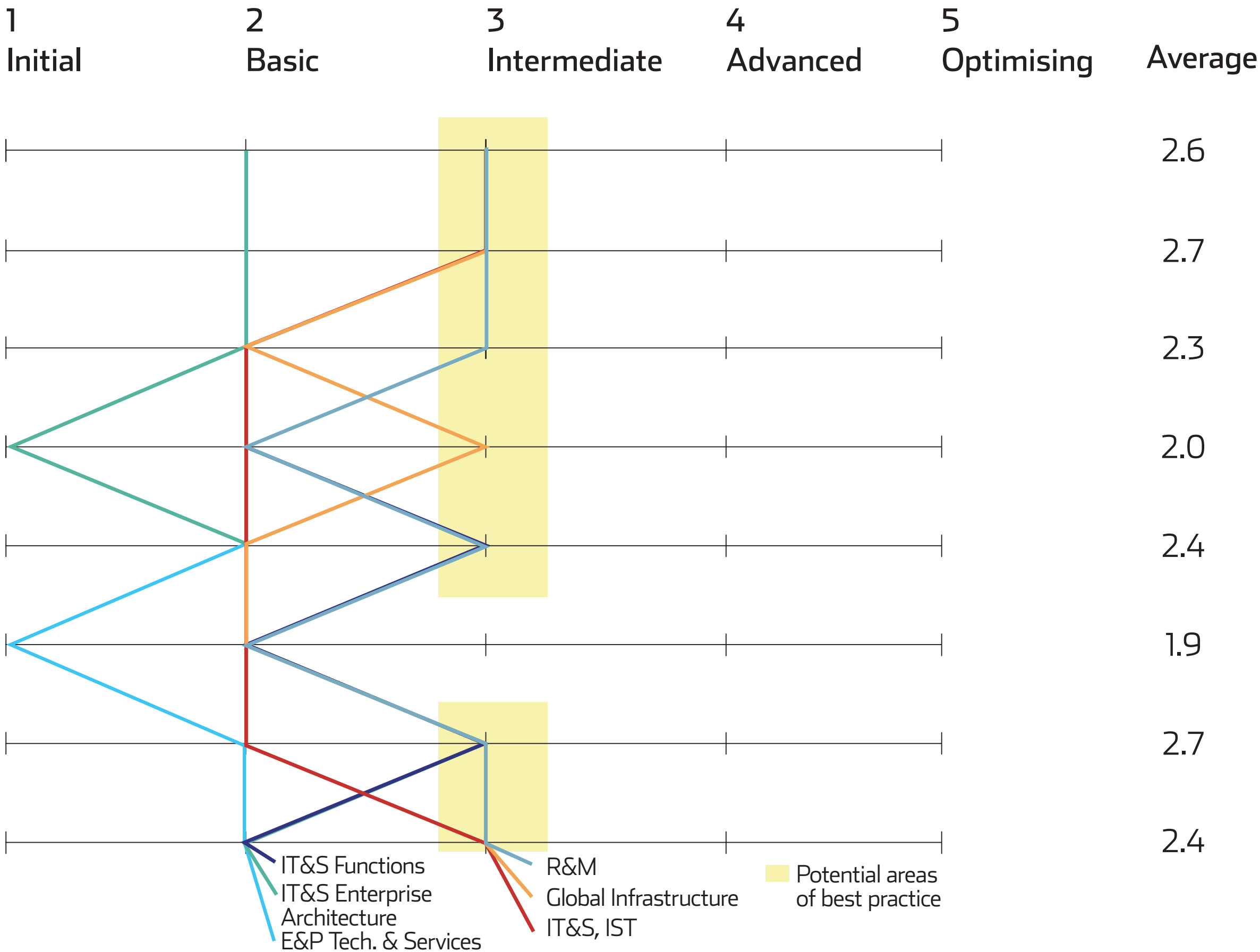
Necesidad del negocio de contar con Gestion de Arquitectura Eficaz



Figure 2  
Average Capability  
Maturity for 6 Teams

Source: Innovation  
Value Institute

- Planning**  
**2.6**
- Architecture Planning
- Strategic Planning
- Practices**  
**2.1**
- Architecture Framework
- Architecture Processes
- Architecture Governance
- Architecture Value
- People**  
**2.6**
- Org Structure & Skills
- Communications & Stakeholder Mgmt





# ITCMF - Casos de Éxito – British Petroleum

Necesidad del negocio de contar con Gestion de Arquitectura Eficaz

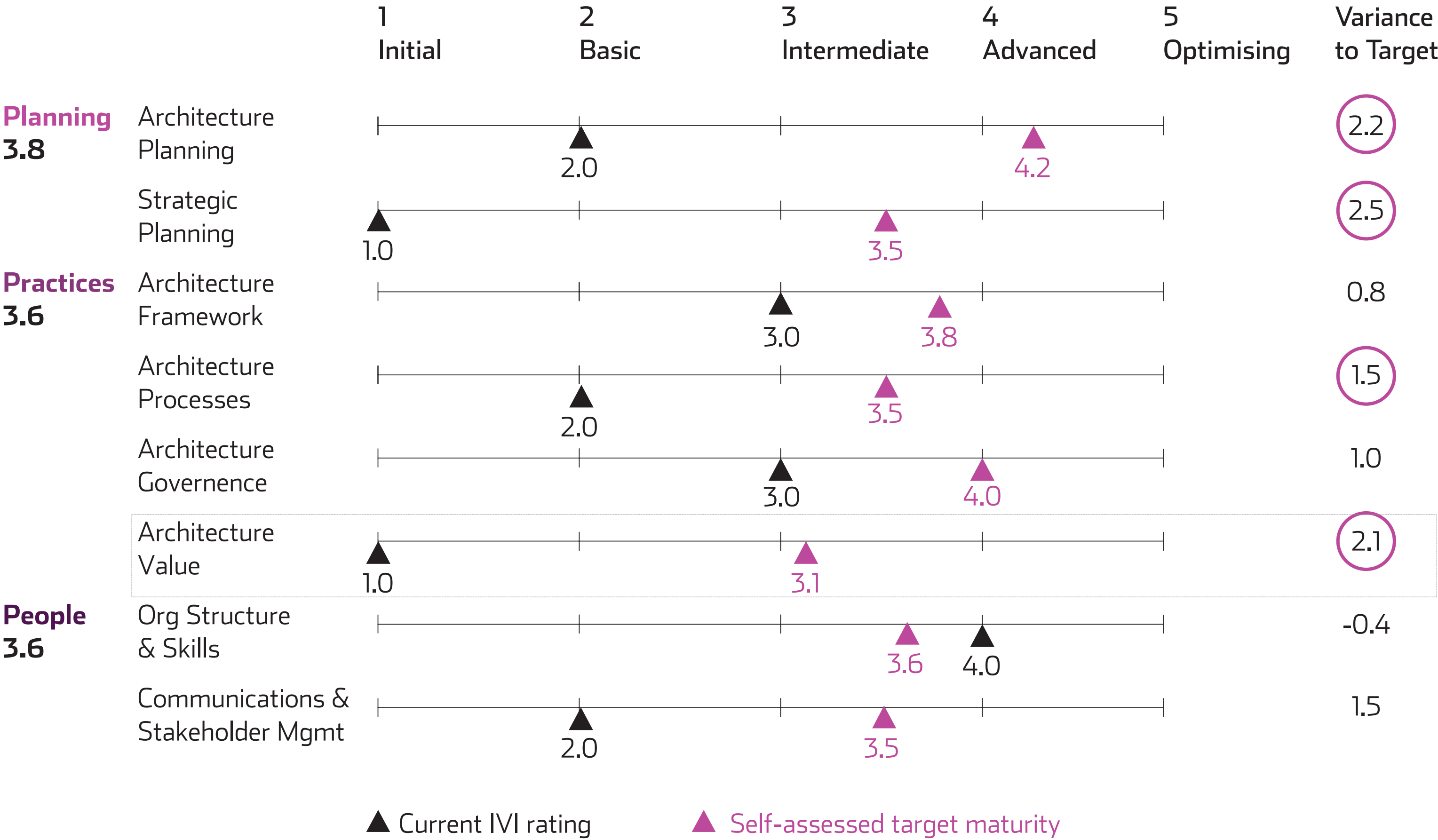


	Current State	12 month target	2–3 year target
Maturity level	2–3	3	4
Characteristics	<p>Target architecture and roadmaps defined for most segments / functions except for E&amp;P and Group level</p> <p>Some business buy-in for Functions, IST, R&amp;M</p> <p>Standard formats not always used across domains even within the same segment or function</p>	<p>Consistent, business driven target architecture &amp; roadmaps (for some business and all technical domains) in place</p> <p>For all embedded teams, all domains</p> <ul style="list-style-type: none"><li>- Definitions defined and agreed</li><li>- Owners agreed</li><li>- As-is and target architectures documented</li><li>- Implementation roadmap agreed and fed into planning process</li></ul>	<p>Consistent, business driven target architecture &amp; roadmaps (for all business and all technical domains) in place</p> <p>Efficient yearly thorough refresh process</p> <p>Technology more proactive in bringing opportunities to the business</p> <p>Large proportion of the roadmap delivered by leveraging existing assets</p>



# ITCMF - Casos de Éxito – Intel

El equipo de Intel necesitaba un marco para proporcionar un modelo basado en el valor completo pero sencillo para organizar, evaluar, planificar y administrar las capacidades.





# ITCMF - Casos de Éxito – Intel

El equipo de Intel necesitaba un marco para proporcionar un modelo basado en el valor completo pero sencillo para organizar, evaluar, planificar y administrar las capacidades.

		IVI Rating	Target Level	Target Characteristics	Planned initiatives	Recommendations
<b>Practices</b>	Arch	1	3	- Value of architecture is defined and measured for the overall IT function. Metrics include cost, standards adoption, time to market, etc.	- Investigating appropriate set of metrics  - Health assessments being administered to key stakeholders	- Publish, track, and refine metrics – focus on basic architecture metrics and stakeholder satisfaction in short term, business value in long term  - Capture metrics in IT scorecard for visibility
	Value					





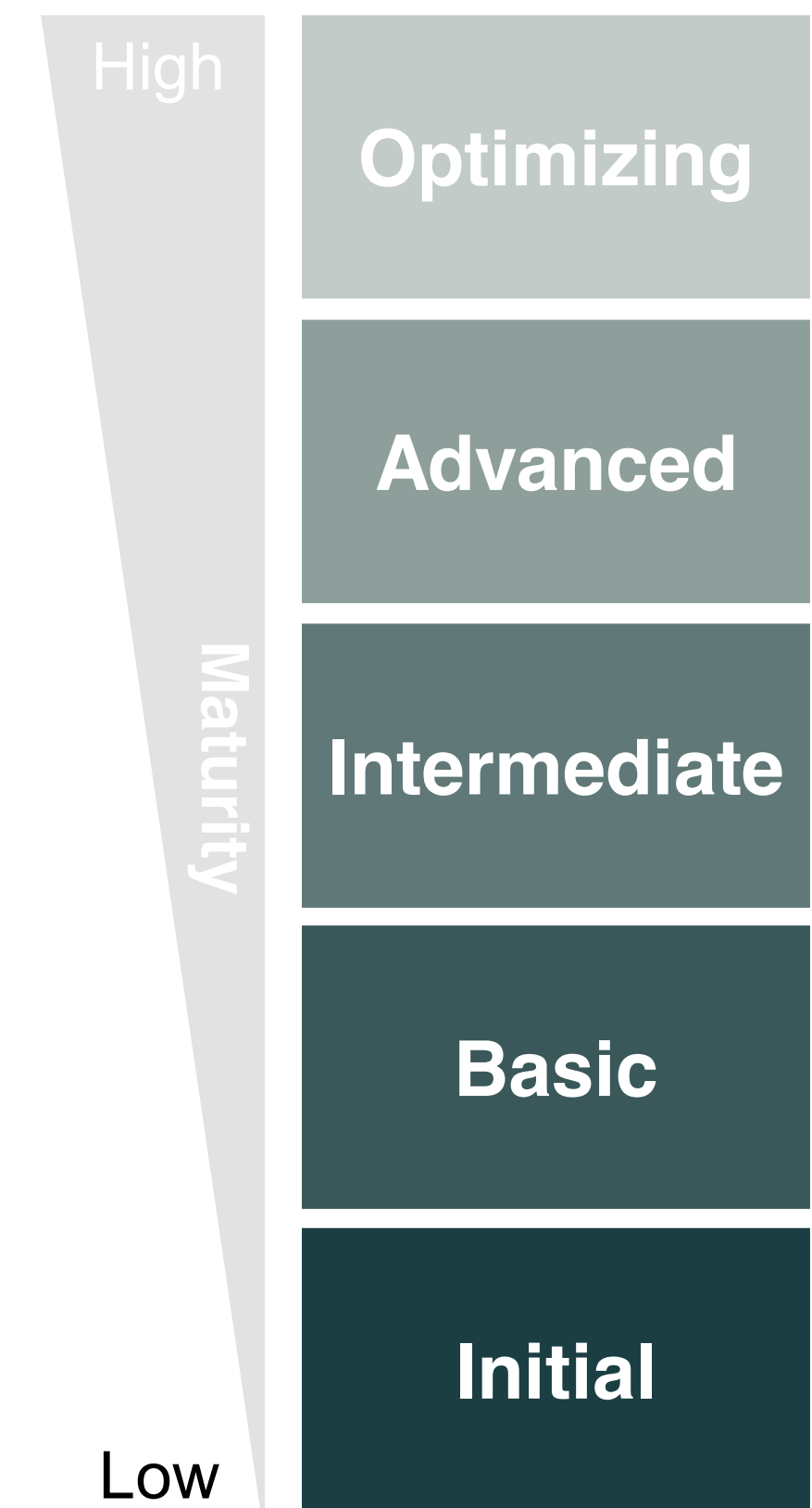
# ITCMF - Desafíos Digitales

La transformación digital, como muchos lo llaman, es el impacto favorable que la nueva tecnología está teniendo en los negocios.

Estos cambios requieren que se ejecuten nuevas tareas y nuevas habilidades para ejecutar estas tareas. Pero, los alambiques operacionales de la red troncal necesitan entregarse, eso no cambia. Se necesitan nuevas capacidades y se refuerzan las capacidades existentes.

Estos cambios afectan el rol de la Gestión de servicios, pero ¿cómo ...? ¿Qué nuevas capacidades se necesitan y se necesitan nuevas habilidades de nuestra gente?

Estas y otras preguntas han llevado a IT-CMF a adaptarse y desarrollar un modelo sostenible y escalable de gestión del conocimiento integrado y a prueba de "futuro"





# ITCMF - Digital Transformation End to End Service

COMO ENCARAR LA TRANSFORMACION DIGITAL EN MI ORGANIZACION?

IT-CMF

IT CAPABILITY  
MATURITY FRAMEWORK™

IVI

INNOVATION™  
VALUE  
INSTITUTE

DIGITAL READINESS  
ASSESSMENT



ITWNET  
PROFESSIONAL  
DEVELOPMENT  
BASED ON

IT-CMF

ITWNET

DIGITAL  
PRACTITIONER

IT-CMF SCALABLE BoK

# Multi-Discipline IT Professional Career Development Roadmap based on IT-CMF Reference Model

Edition 2017

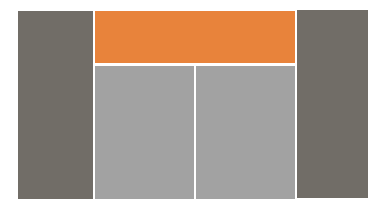
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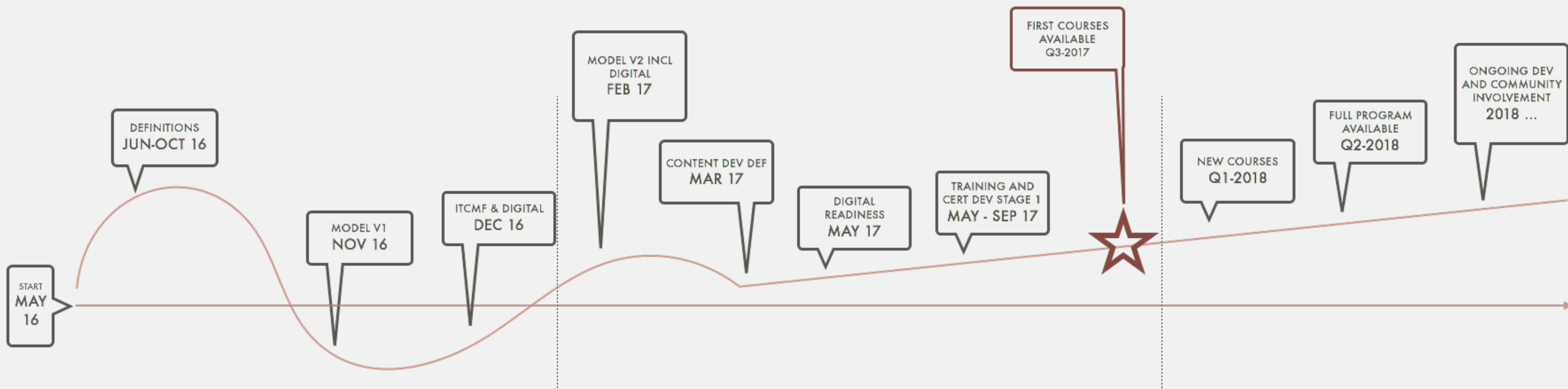


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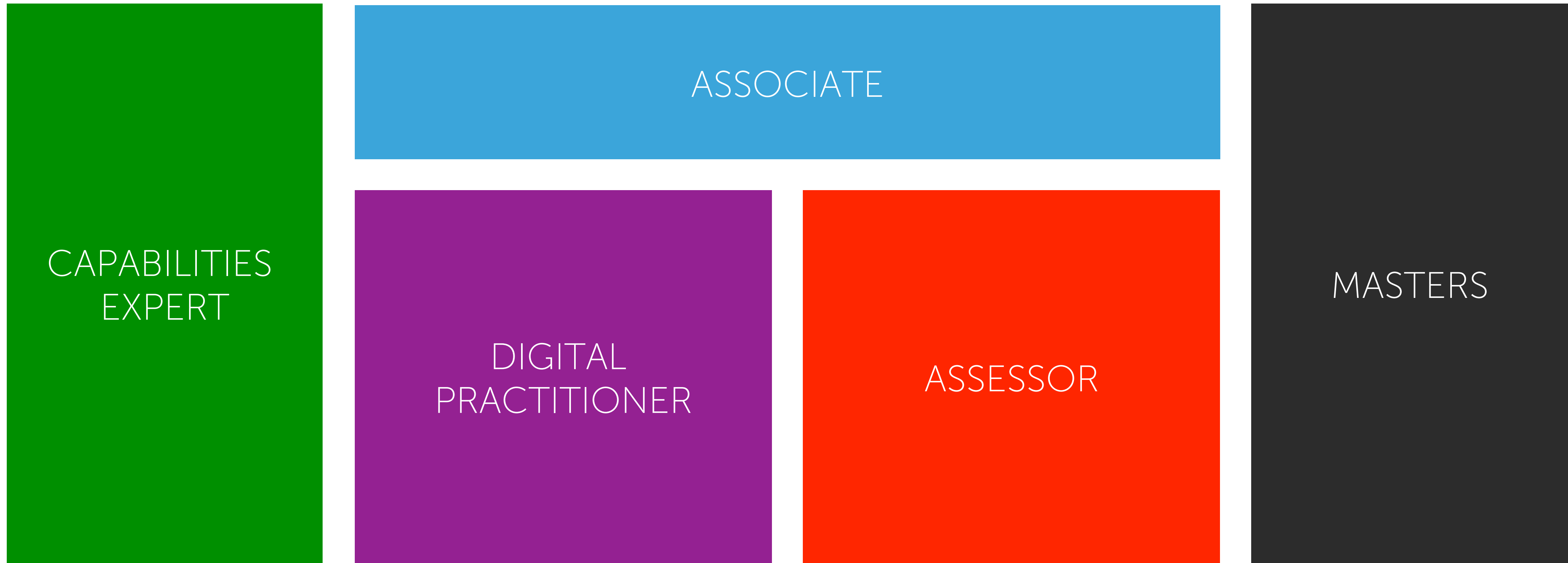
ITWNET  
PROFESSIONAL  
DEVELOPMENT  
BASED ON

IT-CMF



# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP

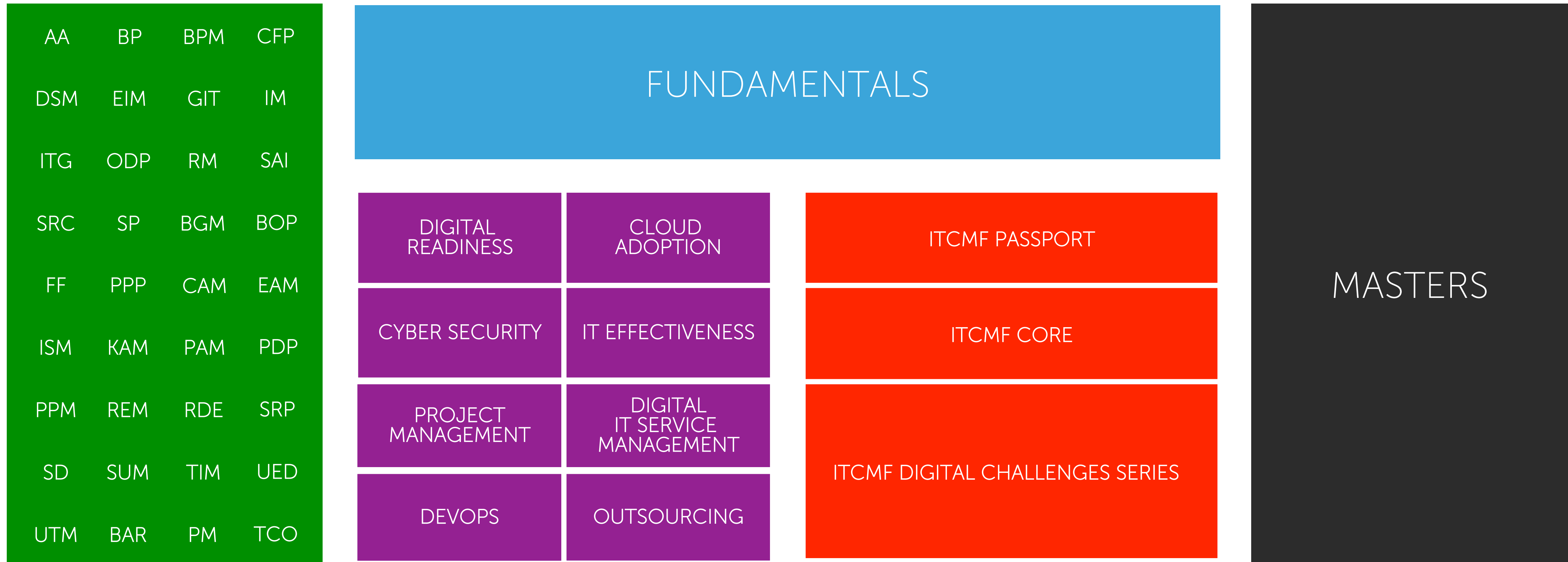
## BASED ON ITCMF REFERENCE MODEL – MODEL





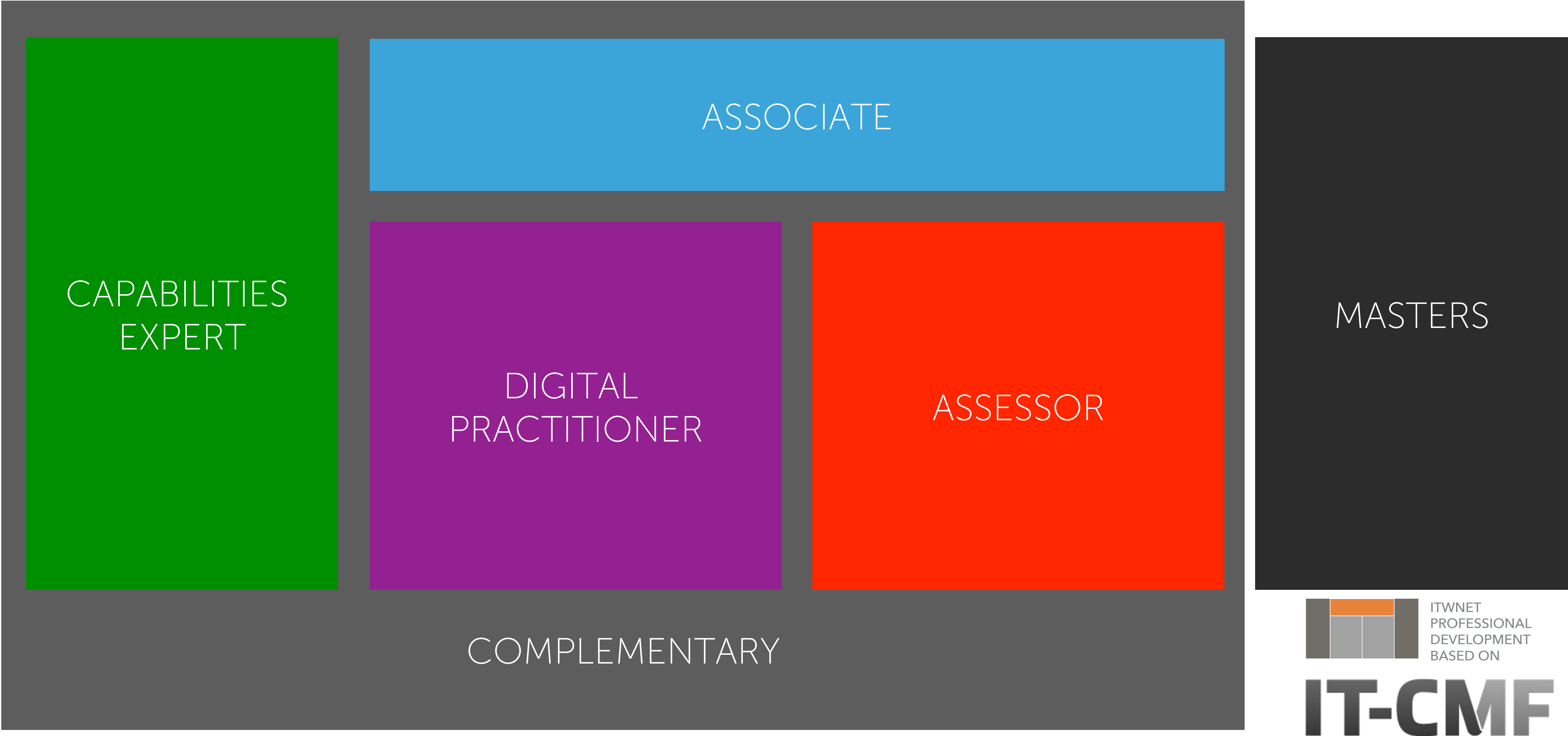
# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP

## BASED ON ITCMF REFERENCE MODEL – EDUCATION AND TRAINING #1



# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP

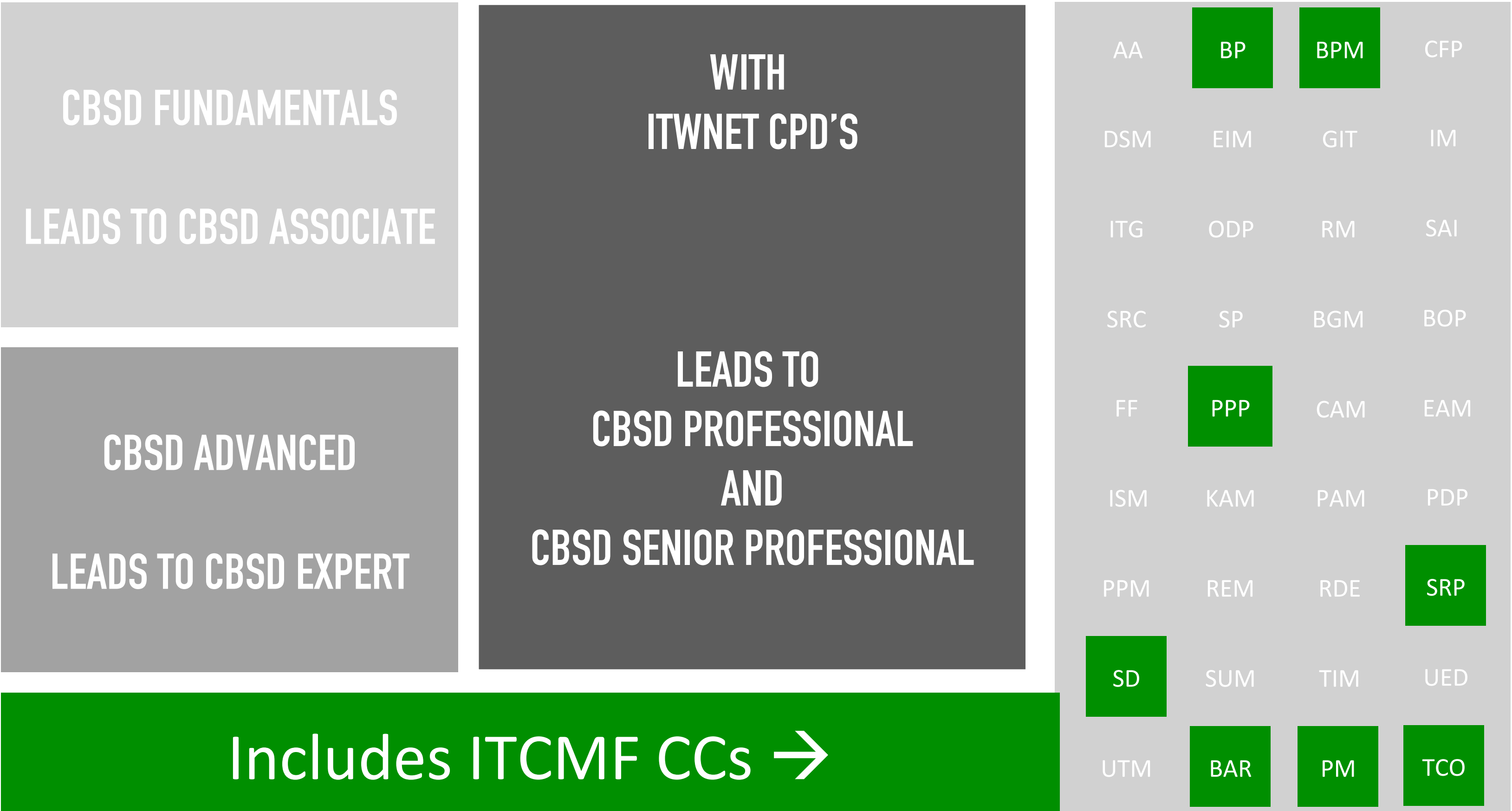
## BASED ON ITCMF REFERENCE MODEL – COMPLEMENTARY COURSES





# COLLABORATIVE BUSINESS SERVICE DESIGN

## ITWNET COMPLEMENTARY TRAINING



COLLABORATIVE BUSINESS SERVICE DESIGN  
ITWNET COMPLEMENTARY TRAINING



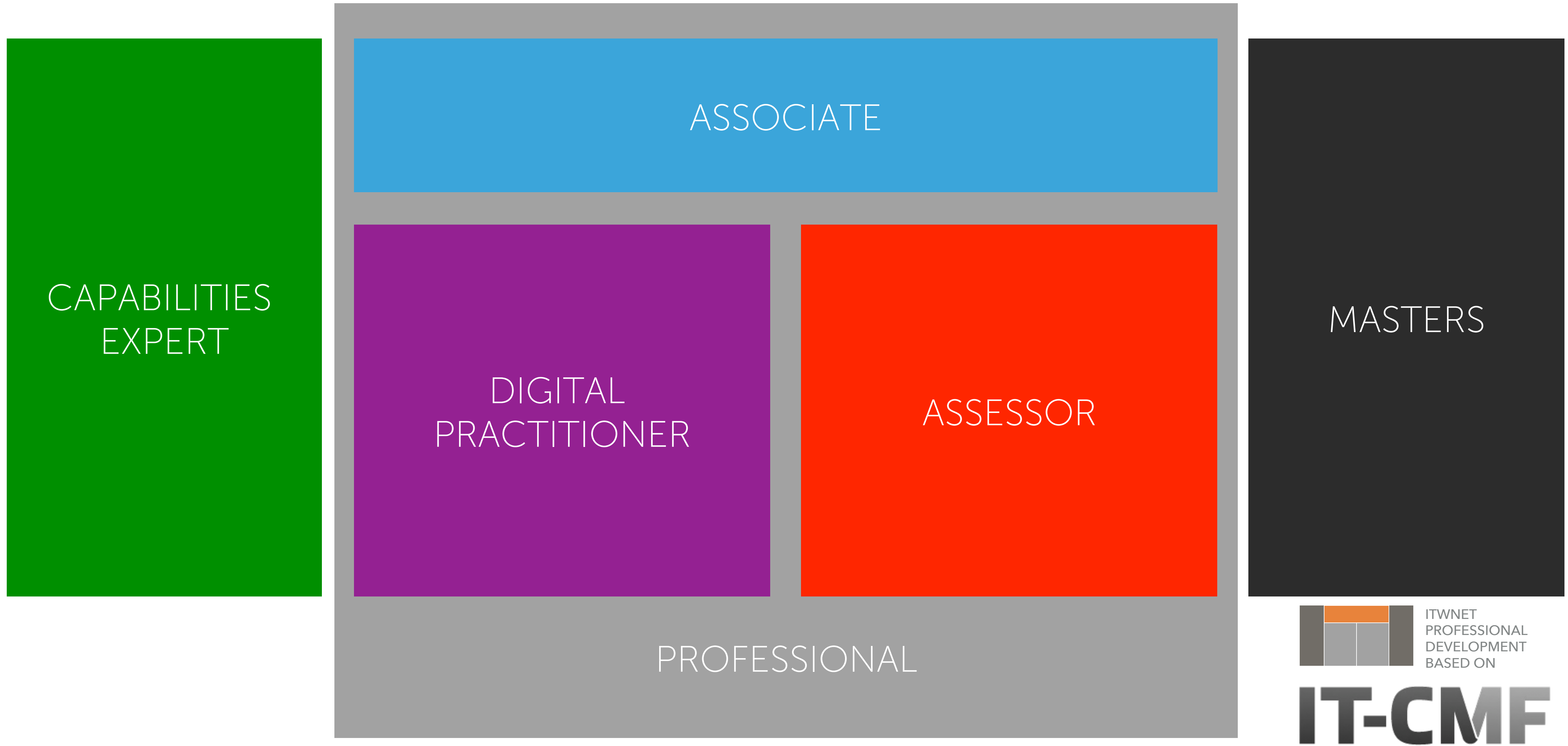
BiSL® Next





# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP

## BASED ON ITCMF REFERENCE MODEL – AVAILABLE CERTIFICATIONS



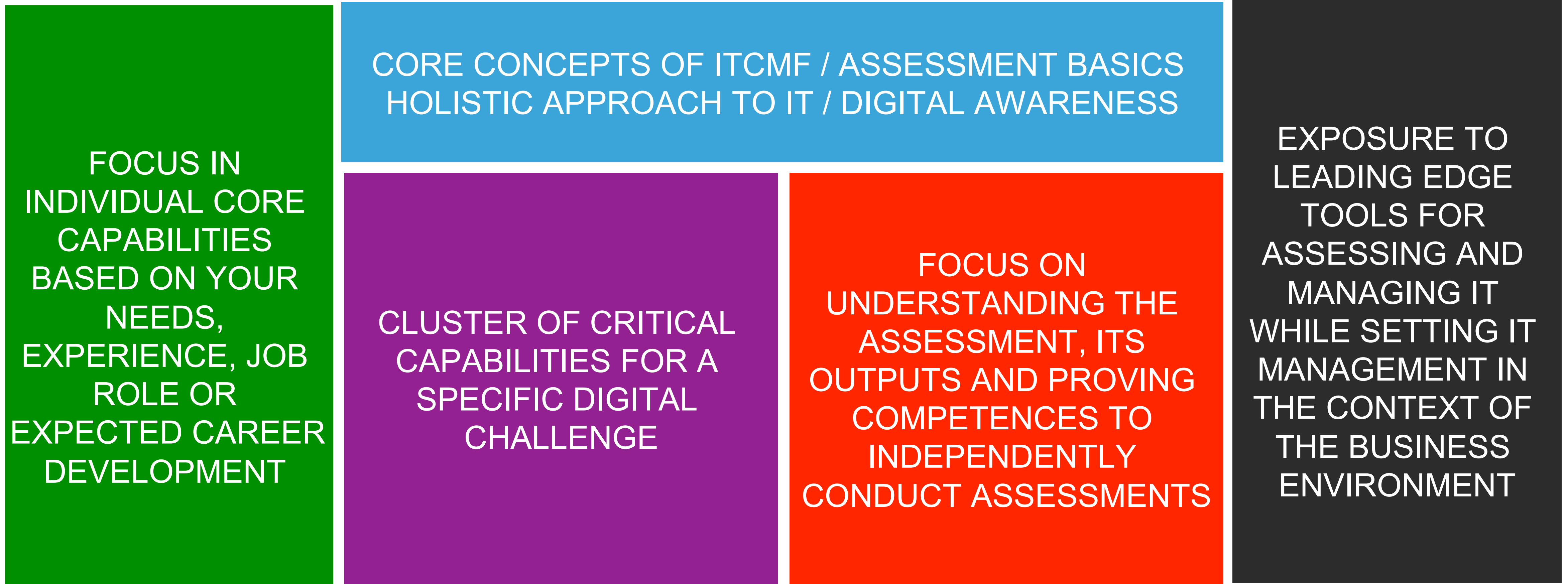
# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP

## BASED ON ITCMF REFERENCE MODEL – BUILDING UP CAPABILITIES





# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP BASED ON ITCMF REFERENCE MODEL – CONTENT HIGH LEVEL



# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP BASED ON ITCMF REFERENCE MODEL – FORMAT

NON MANDATORY  
TRAINING  
E-LEARNING  
PEER / MENTOR  
GROUP  
SELF STUDY  
TEST YOUR  
EXPERTISE  
  
MC SHORT EXAM

2 TO 3 DAYS ESSENTIALS TRAINING / MC EXAM

2 TO 3 DAYS TRAINING  
MC EXAM

- CASE PEER REVIEW  
OPTION TO INCREASE  
CPDS –

3 DAYS TRAINING  
MC EXAMS

- SENIOR ASSESSOR  
MUST PROVE ONGOING  
EXPERIENCE –

1 FULL YEAR  
+  
SELF STUDY  
+  
CASE STUDY  
+  
PEER REVIEW

# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP

## BASED ON ITCMF REFERENCE MODEL - ECOSYSTEM





# MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP BASED ON ITCMF REFERENCE MODEL – BENEFITS

GET YOUR  
EXPERTISE  
TRIED AND  
BENEFIT YOUR  
WHOLE  
ORGANIZATION  
BECOMING A  
MARKET  
LEADER

BE AMONG THE FIRST TO BE TRAINED AND  
CERTIFIED

KEEP YOUR SKILLS  
UP TO DATE WITH  
THE GROWING  
NUMBER OF  
TRAININGS

HAVE DIRECT  
INFLUENCE IN  
UPCOMING  
DEVELOPMENTS

BECOME AN  
ENTHUSIASTIC  
MEMBER OF  
THE GROWING  
ITWNET/ITCMF  
COMMUNITY

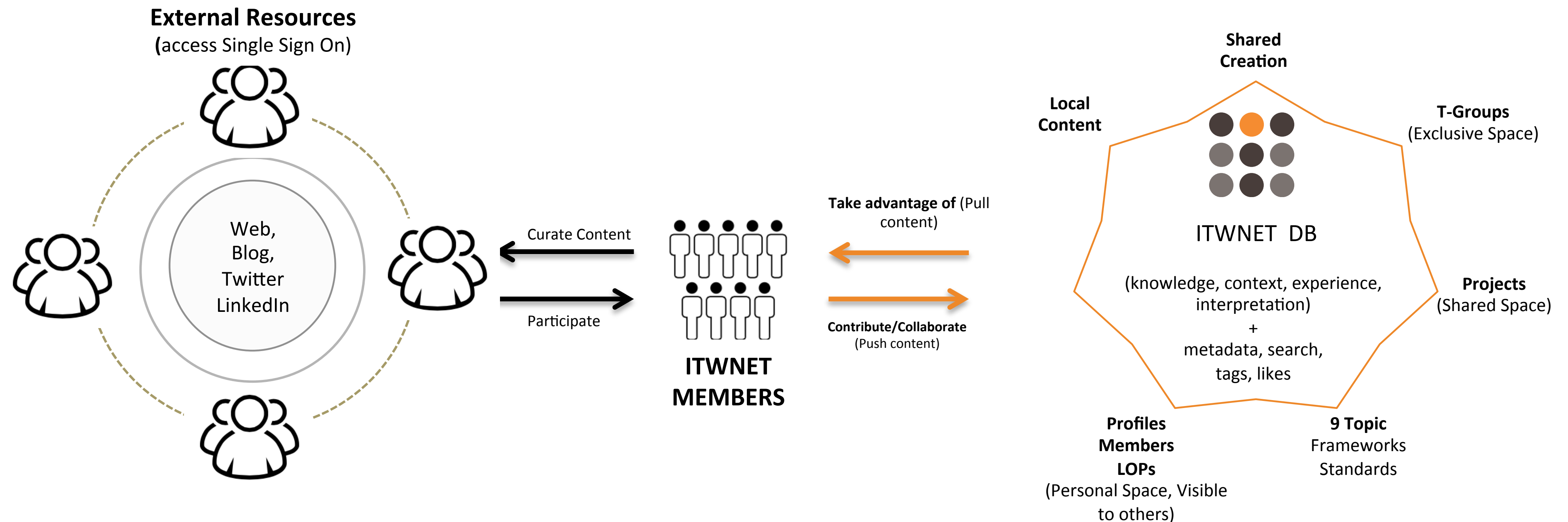
 ITWNET  
PROFESSIONAL  
DEVELOPMENT  
BASED ON

**IT-CMF**

# COMMUNITY SHARING MODEL

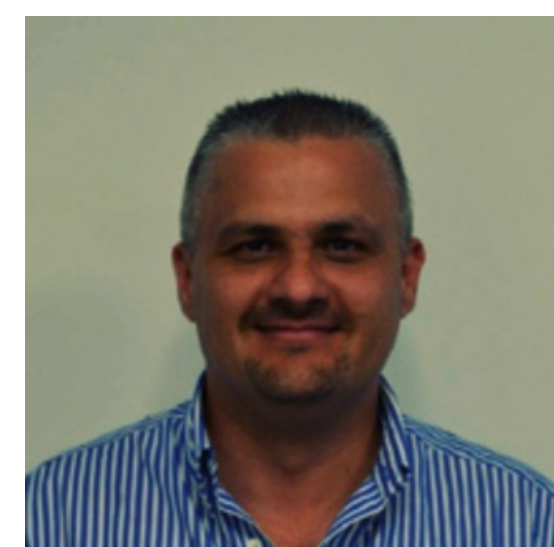
## IVI BoK – ITWNET KSA – Best of Both Worlds

- Participate in Work Groups on current research programmes
- Members participate in 'special interest groups' (SIG's) - key challenges -
- Individuals contribute to BoK and are published (selected) on portal



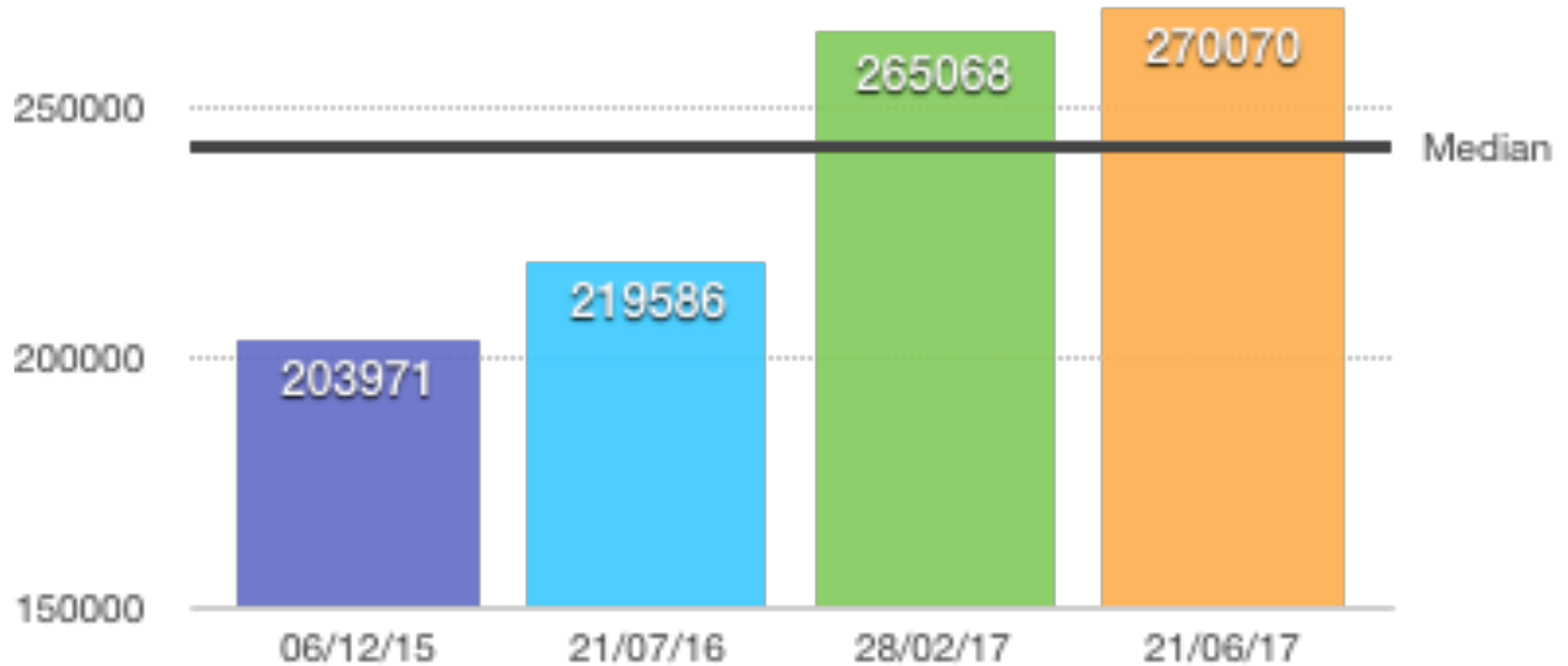


# ITWNET ES ... LA GENTE





# ITWNET ES ... LA COMUNIDAD





ITWNET ES ... Global – Local – Online – Offline

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 1

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# The Fastest Growing Global Community by and for IT professionals

15,745 members found.

Featured

John Smith

Featured

Alejandro Deb...

Featured

Jan van Bon

Featured

Tom Joseph

Featured

Hendrik Deckers

Featured

[Name]

### My Network

5	6	0
Direct Contacts	Contacts of your contacts	3rd Level contacts

Expand your network now! »

---

### Top Members I might want to add

**John Smith**

Remove Friend

37

**Tom Joseph**

Add Friend

5

**Alejandro Debenedet**

Add Friend

2

**Hendrik Deckers**

Add Friend

2



**ITWNET Local Operations**

Check the availability of a local country representative of ITWNET in the map below.

Click in the map or in the group below to start participating.  
Become a member of your local community and participate while networking with local peers.

**Map view**

9 groups found.

The map shows the following locations:

- Asia (East Asia)
- North America (USA)
- South America (Brazil)
- Europe (Central Europe)
- Africa (North Africa)
- Oceania (Southeast Australia)

Google Map data ©2017 Terms of Use

**Local Operations**

in Local Groups - May 8	in Local Groups - May 6	in Local Groups - May 6	in Local Groups - June 8	in Local Groups - April 18
ITWNET INTERNATIONAL	ITWNET SPAIN	ITWNET NETHERLANDS	ITWNET COSTA RICA	ITWNET MALAYSIA



# ITWNET ES ... RECONOCIMIENTO

## Become an IT Master

Show your IT excellence



### Discovered an IT problem?

(or idea) that is popular but not yet perfect



### Publish a post

On the problem and a possible solution at the ITWNET Portal



**Debate** the problem with other ITWNET members



Write a **white paper** showing your solution on the issue and include the facts that came out from the debate



**Share** Your Publication via ITWNET into social media and our own LinkedIn curated groups and get many views and followers



Find **co-writers** who can build the case with you



**Participate** at an ITWNET local publication selection contest



Get your solution **Recognised** or **Published**



Present your solution to other IT professionals and become an **IT Master**

EVENTUALLY  
EVERYTHING  
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www.itwnet.com

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Blue

### My Credit Information

Current Credits : 775



Blue



Red

775

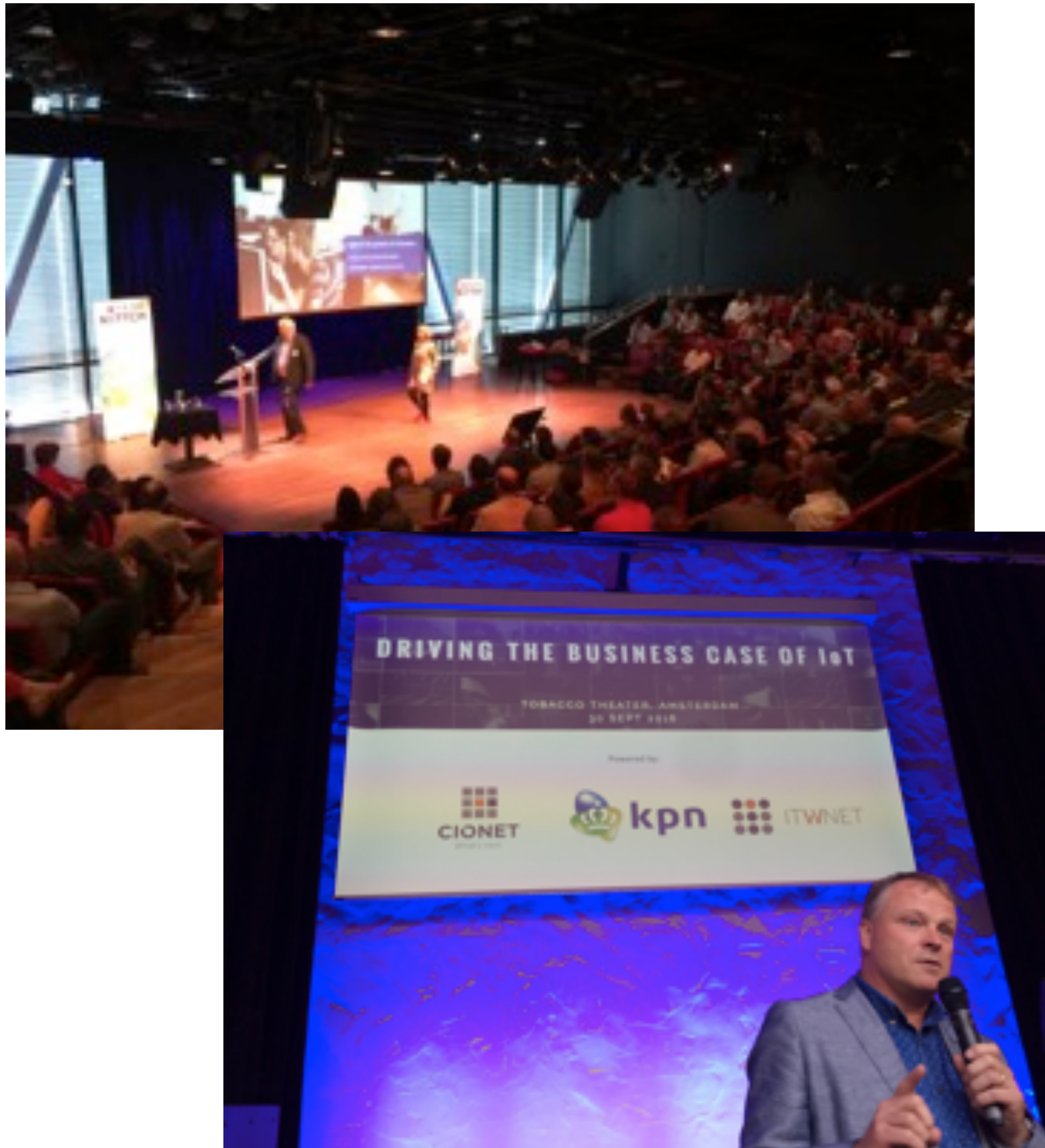
2500

You can earn 1000 credits more today.





# ITWNET ES ... CONOCIMIENTO





### Global Topics

- IT Management >
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- Development >
- Sourcing >
- Next Tech >
- Talent >
- PPM >
- Systems and Software >
- Frameworks

### Articles

- Whitepapers
- Burning Issues
- Communities
- IT Leadership
- in 3 minutes

### Most popular content - To view all click on a category or search



admin  
in IT Management - May 1

Es DevOps el "asesino" de ITIL?

★★★★★



admin  
in IT Management - April 18

Es DevOps el "asesino" de ITIL?

★★★★★



alejandro debenedet  
in IT Management - May 3

ITCMF - The gold standard for the management of IT Value and IT-Enabled Innovation

★★★★★



john worthington  
in Development - March 26

DevOps and Organizational Change

I watched a DevOps Institute webinar recently about what's really a favorite topic for many of us...



john worthington  
in Development - March 17

Writing again...from The Dark Side?

Well, I'm still preoccupied with leveraging service monitoring intelligence as a key enabler of I...

★★★★★

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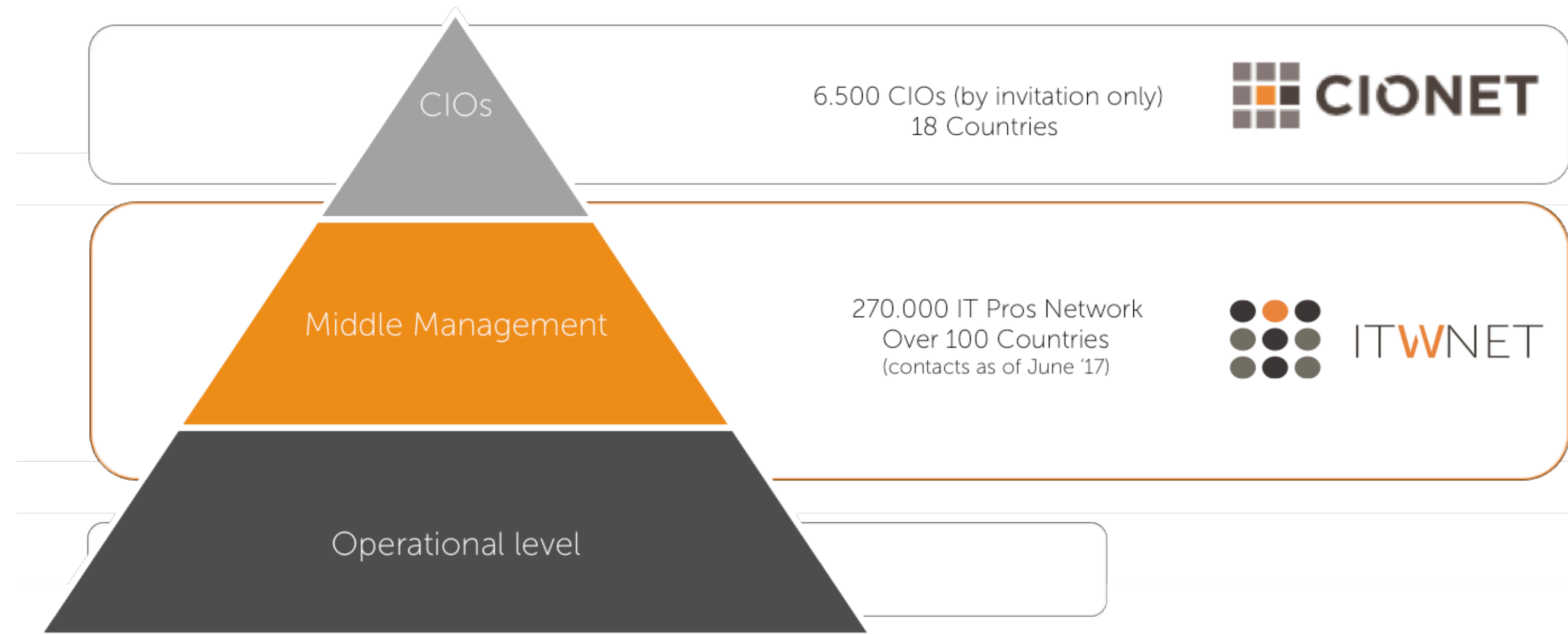


Val IT  
Last viewed by: Jan van Bon  
Frameworks  
0 reviews , 0 likes  
★★★★★





+



ITWNET es la comunidad emparentada a CIONET

Abierta a todos profesional TIC con foco en el area gerencial



# ITWNET ES ... COLABORACION

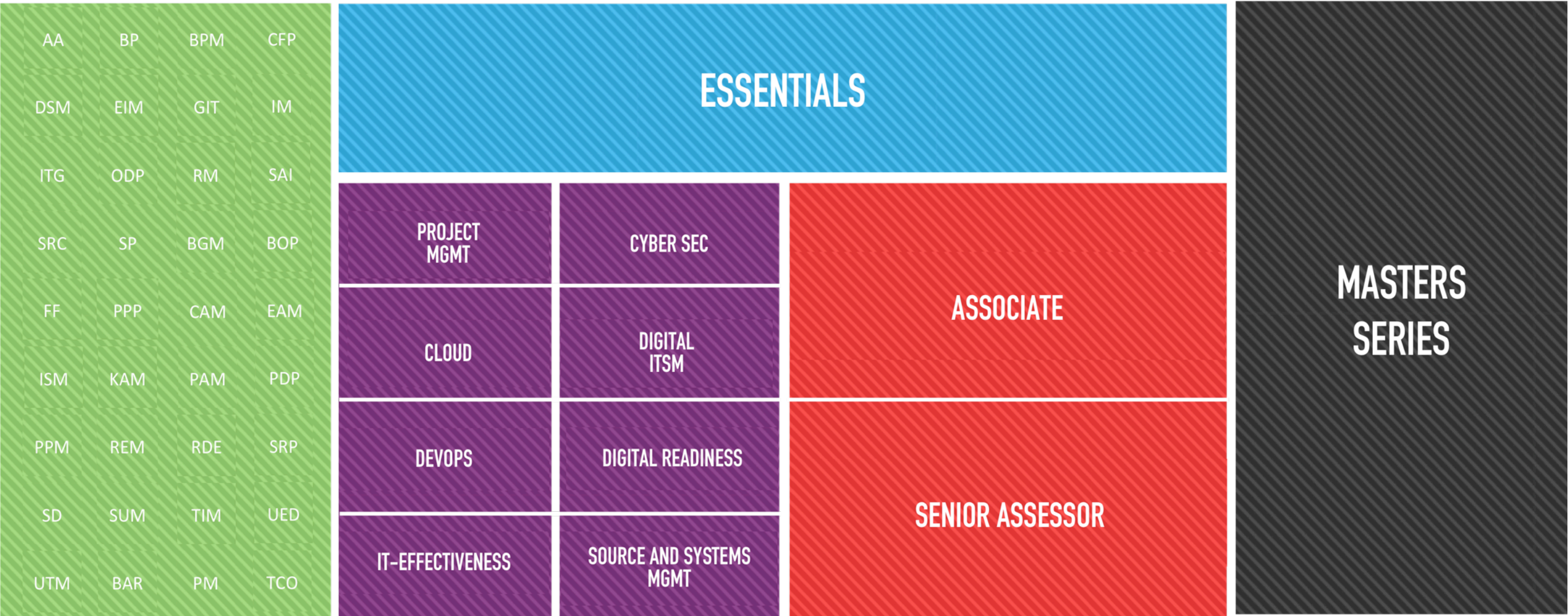


Press release

## ITWNET AND IVI ANNOUNCE NEW TRAINING AND CERTIFICATION MODEL

Over almost 12 months ITWNET and IVI have collaborated on a key initiative to bring to the IT practitioners worldwide a new and exciting multi-discipline IT professional career roadmap based on the ITCMF reference model. The progress brought both organizations to the point where a collaboration agreement was signed. Now the ITWNET community will work hand in hand with IVI researchers to bring the most up-to-date, future proof and global approach to IT professional training and certification today.

## MULTI-DISCIPLINE IT PROFESSIONAL CAREER DEVELOPMENT ROADMAP BASED ON ITCMF REFERENCE MODEL – MODULES



training and certification today.  
researchers to bring the most up-to-date, future proof and global approach to IT professional  
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ITWNET and IVI have collaborated on a key initiative to bring to the IT



# ITWNET Value Proposition

- Desarrollar grupos locales y regionales
- Establecer grupos de interés que colaboren a nivel internacional
- Gestionar programas que impacten de manera positiva en las necesidades del CIO
- Incrementar el involucramiento de profesional en el desarrollo de buenas prácticas
- Apoyar a individuos, organizaciones y gobierno a través de la educación con el objetivo de achicar la brecha de empleo en tecnología.
- Estimular el intercambio de conocimiento y creación de PI.

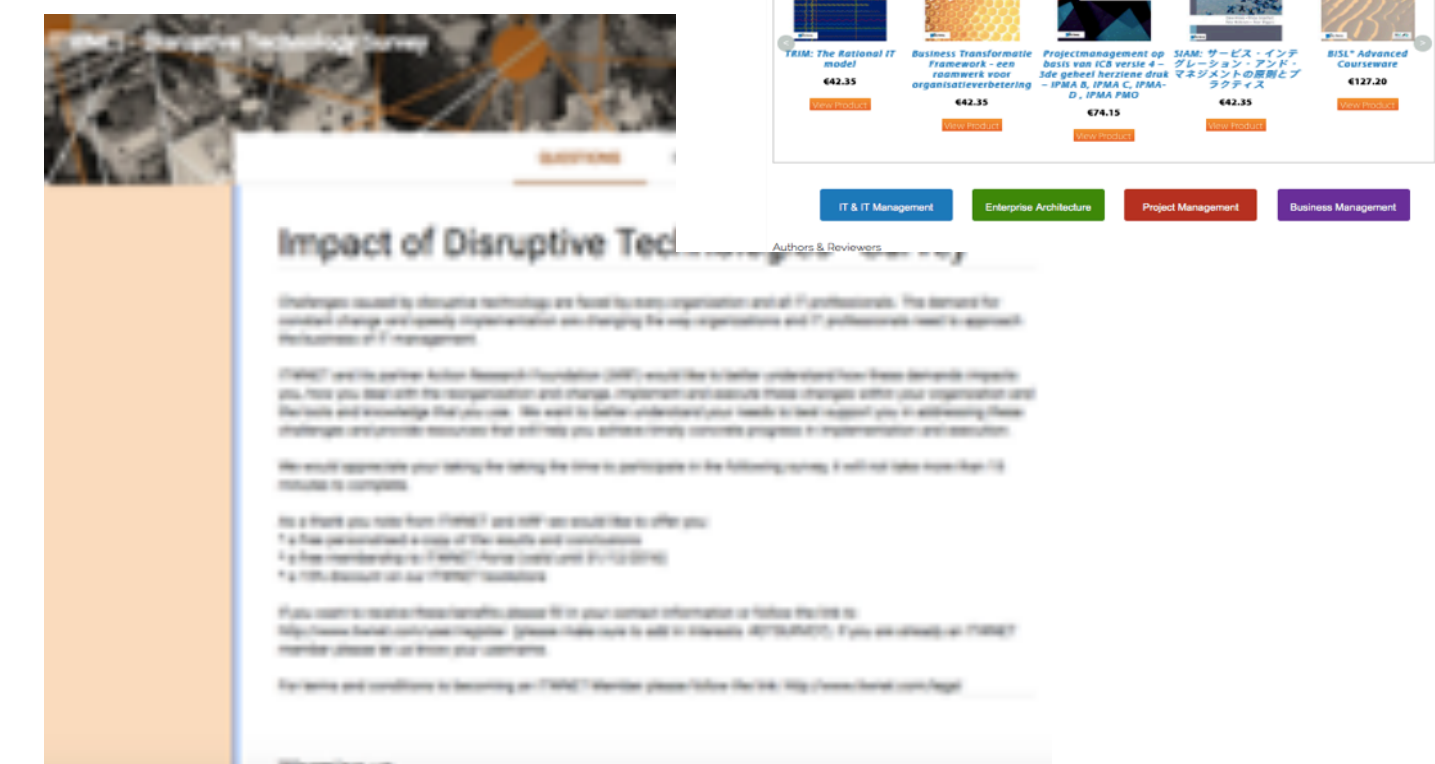
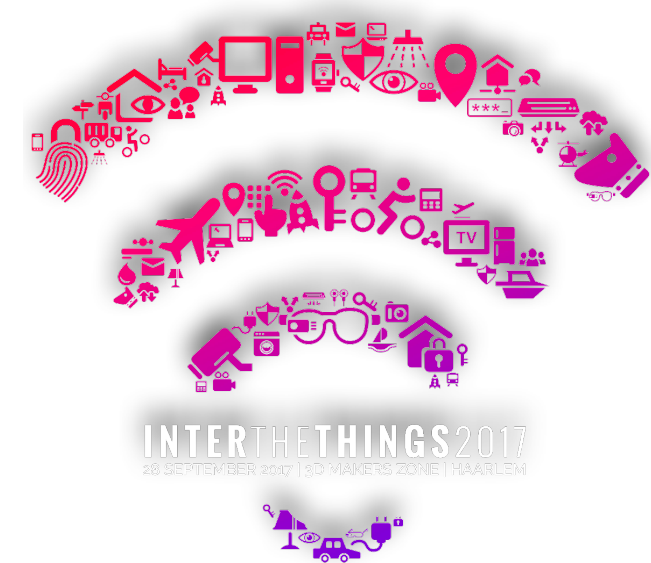


Innovation through **T**echnology



# ITWNET Core products and Services

1. Eventos: NXTTCH, IoT, Discovery Sessions, Digital Transformation
2. Partnerships and sponsorships:
3. Membresias individuales y corporativas
4. Capacitacion y certificacion internacional
5. Encuestas e investigacion
6. Bookstore
7. ITWNET Portal
8. Grupos LinkedIn



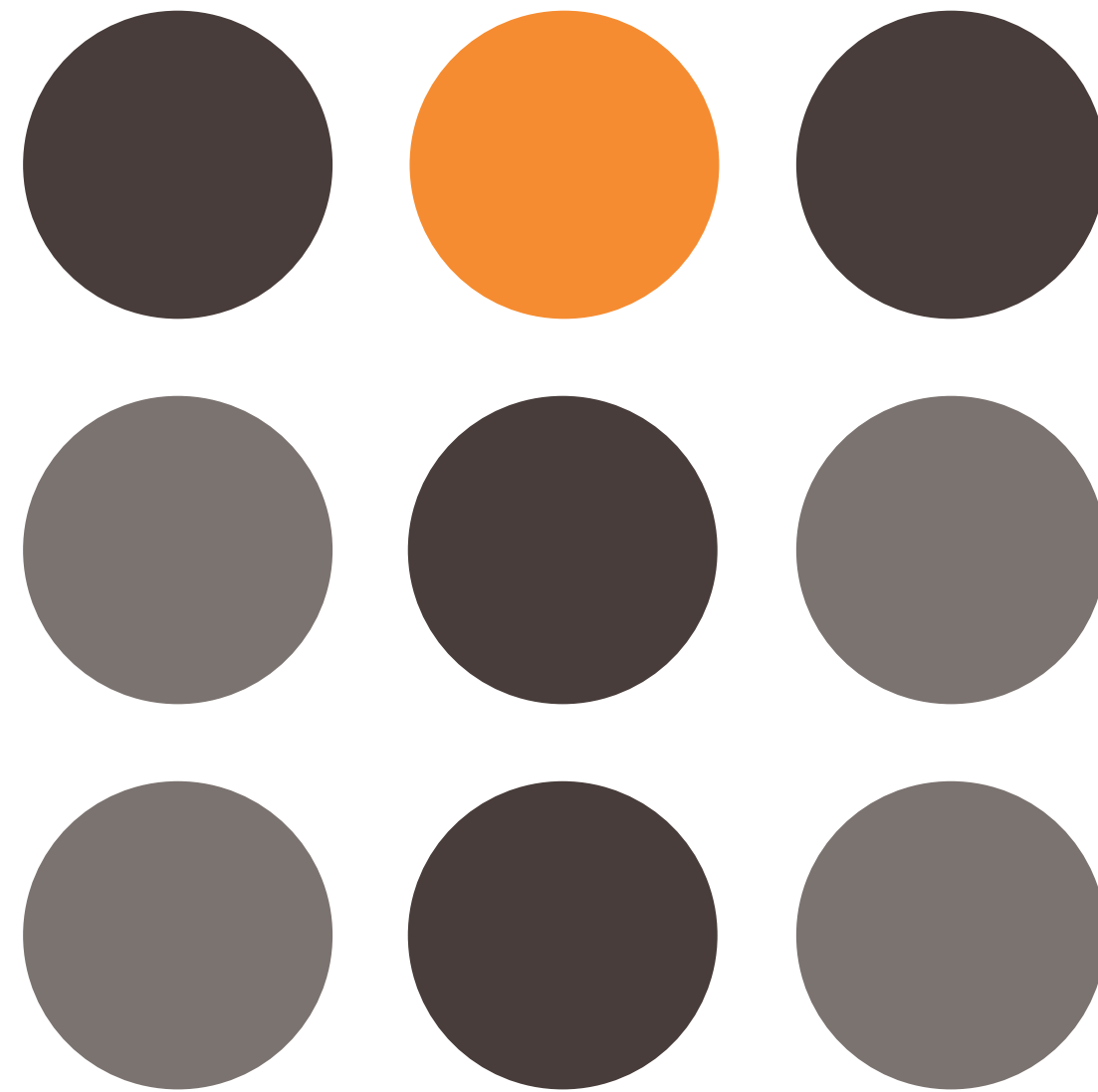


Progress is impossible without change, and those who cannot change their minds cannot change anything.

George Bernard Shaw







# ITWNET

The Global IT Professionals Community

[www.itwnet.com](http://www.itwnet.com)

ITWNET Costa Rica website (local content for local members):  
[www.itwnet.com/ITWNETCR](http://www.itwnet.com/ITWNETCR)