

Essential Guide for selecting an IT Residency Resource

CIOs are facing unprecedented levels of change over the next 5 years. The stakes for successful business and IT transformation are high. To help achieve these goals, many IT organizations are turning to IT Residency Services to supplement their organization and help achieve specific business outcomes.

Things to Consider when choosing a Resource

- Consider the needs of your clients' IT organization across specific technologies, both in terms of individual deployments and overall technology suite solutions.
- Be selective when considering a resident resource. Look for providers who can make sure the resident is a good fit for your organization. Consider resources with specific technology needs.
- When examining credentials, ask the IT vendor about their resident engineers' experience and qualifications to ensure their certifications are current if required.
- Have a plan for the primary projects and issues the resident engineer will address during their time on site, if applicable.
- Ensure IT Resource provider sets clear metrics and objectives regarding the desired technology and business performance outcomes for the resident resource and communicates throughout the project.
- Prioritize the resident engineer's time while on site. If the engagement is for a limited time, focus either on help with new technologies or help with existing infrastructure. It is challenging to do both over a shorter period of time.
- If knowledge transfer is a key initiative, outline a progress plan with the resource provider and make sure that all levels of the IT organization are involved to ensure maximum performance.