The 501(c) IT Maturity Model Assessment

Connect your technology, people, and processes to your mission.

A mature organization uses technology to increase its effectiveness and improve the value it delivers to members and constituents.

DelCor will help you determine how well your management, data, digital, and infrastructure functions work together to support your progress.

We believe in a holistic approach to technology that goes beyond the technical.

A strategic and integrated approach to technology involves much more than networks, hardware, and software. Organizational culture, departmental collaboration, governance, professional development, business processes, and budgeting all impact the effectiveness of your technology.

We feel so strongly about this "beyond the technical" approach that we developed The 501(c) IT Maturity Model, a tool for measuring the effectiveness of the four primary functions of IT throughout an organization: management, data, digital, and infrastructure.

Using this holistic approach, we assess your organization's IT maturity, or how well your technology, people, and processes work together to support your progress.

Since we launched The 501(c) IT Maturity Model in 2006, we've helped hundreds of organizations step back from project-specific conversations and look at their technology as a whole.

Network
Licenses
Security
Systems

IT Governance
Budgeting
Digital Workplace
Data Management
Business Processes
Organizational Culture
Augmented Intelligence
Decision-Making Criteria
Professional Development
Departmental Collaboration

The majority of your IT functions lie below the surface.

IT Maturity is a measure of how well your technology supports your organization.

The four levels of IT maturity are restrictive, functional, effective, and innovative. Advancing along the path to maturity from restrictive to innovative leads to a more efficient organization—one that's better equipped to accomplish its mission and goals.

RESTRICTIVE	FUNCTIONAL	EFFECTIVE	INNOVATIVE
Systems fail, computers crash, and security is compromised. You have an insufficient budget, outdated equipment, and undertrained staff.	Your technology is one step shy of integration and automation. You're making do with processes that work, but can be cumbersome.	Technology supports your mission by adding value to the member experience, but you're not yet anticipating members' future needs.	You use technology to meet your members' existing needs and anticipate future needs. Your CIO contributes to strategic discussions.

MANAGEMENT: Success starts with a foundation of sound IT management practices.

Mature organizations keep their organizational goals and mission in mind while designing and managing their technology. Executive staff understand technology and nonprofit management trends and practices, and IT has a place at the strategic planning table to ensure the organization takes full advantage of existing and emerging technology to deliver value to its constituency.

Leveraging IT input, they design their business processes, IT procedures, AI policy, and social media policies to support the productive use of technology.

BUDGETING   **PLANNING**

PROCESSES   **CULTURE**

RESTRICTIVE	FUNCTIONAL	EFFECTIVE	INNOVATIVE
Minimal planning, reactive IT support, and lack of training	Sporadic planning and minimal structured IT support	Proactive IT support with established policies and procedures and annual planning and budgeting	CIO-level planning and strategic IT support based on a deliberate technology plan

DATA: Data is the key to understanding your members and making informed decisions.

Data is the basis for sound decision-making about programs, content, and communication. Mature organizations collect, analyze, and use data to deliver value to their constituents and to understand their own value. Their data lives in a network of integrated systems, so staff can get a complete picture of any member, donor, or prospect with a single glance.

Mature organizations understand that their mission depends on their data integrity. They take steps to protect their data and restrict AI access to their sensitive information.

ANALYTICS   **REPORTING**

GOVERNANCE   **INTEGRATIONS**

RESTRICTIVE	FUNCTIONAL	EFFECTIVE	INNOVATIVE
Multiple decentralized databases	Main database and several rogue databases	Sound database structure with key integration points	Network of databases that provide business intelligence and influence strategy

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DIGITAL: Digital engagement with your members is vital to achieving your mission.

Mature organizations understand that simply digitizing traditional products—publications, member directories, and professional development courses—is no longer sufficient; members expect integrated digital experiences that are customized to their unique interests and needs.

Mature organizations deliver digital products with a consistent user experience, so members can access the digital products from any device. They regularly conduct user research and use the data to continuously enhance their digital products and services.

DIGITAL PRODUCTS

SOCIAL MEDIA

MOBILE

COMMUNICATION

RESTRICTIVE	FUNCTIONAL	EFFECTIVE	INNOVATIVE
Basic website, social presence, and digital products with no strategy or consistent experience	Website and digital products integrated with the AMS or CRM with single sign-on	Integrated digital products and services with a consistent user experience	Continuously enhanced digital products and services based on data and research

INFRASTRUCTURE: Every function of an organization is supported by the infrastructure.

Mature organizations have secure, efficient systems that extend their capabilities. Whether they have a closet full of servers, full-on cloud IaaS, or a hybrid cloud model, their infrastructure is stable and supports staff as they fulfill their mission.
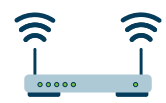
The organization's IT team knows exactly how to handle the ever-changing security landscape. Organizational data is secure, hardware and cloud investments are aligned with the organization's needs, and staff can get the same work done whether they're in the office, at home, or on the road.

HARDWARE

SECURITY

SOFTWARE

CONNECTIVITY

RESTRICTIVE	FUNCTIONAL	EFFECTIVE	INNOVATIVE
Multiple decentralized databases	Main database and several rogue databases	Sound database structure with key integration points	Network of databases that provide business intelligence and influence strategy

We help you understand your IT maturity and implement a long-term strategy.

We want to help you use technology strategically to achieve your mission and goals. The 501(c) IT Maturity Model Assessment is the perfect starting point for any organization that wants to adopt and implement a long-term IT strategy.

We determine your IT maturity in management, data, digital, and infrastructure, and then we develop realistic, actionable recommendations that will help you align your IT with your business objectives. After completing the assessment, you'll be able to answer important questions about the state of your IT, including the following:

MANAGEMENT

Are there emerging technologies that will improve organizational productivity and efficiency (e.g., AI)?

DATA

Do your data management systems provide the required level of data analytics and reporting capabilities?

DIGITAL

Are your business systems supporting your organization's online presence effectively?

INFRASTRUCTURE

How well do your current infrastructure and support resources align with your organization's needs?

When you improve your IT maturity, your technology will become a mission-enabler.

Fulfilling your organization's mission is the first, and foremost, measure of your success. At DelCor we make your measure of success our own. Our mission is to help you use technology to accomplish your goals and live your mission.

A mature organization uses technology to increase its effectiveness and to improve the value it delivers to members and constituents. No one can know what the future holds (especially with AI), but mature organizations have the tools, processes, and culture to be responsive and nimble in times of change.

With a strategic and integrated approach to technology, your organization will make maximum use of its resources and provide a valuable and transformational association experience for your members.

Questions? Contact us.

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