IBRS | ANALYSIS INSIGHT JUDGEMENT

Infrastructure Maturity Model

Maturity/ Qualifier	1 Basic	2 Committed	3 Aligned with service levels	4 Fault - tolerance infrastructure	5 Optimised
Technology	Single points of failure are causing significant disruption to business operations	Key single points of failure have been mitigated. However, infrastructure services have not been delivered in accordance with service levels	Key single points of failure have been mitigated. Infrastructure services have been delivered in accordance with service levels	Fault-tolerant architecture whereby all single points of failure have been mitigated. More aggressive service levels have been consistently met. However, the service cost is not cost-effective	Cost-effective fault-tolerant architecture in place
Datacentre	No redundant back-up power supplies, or business continuity facilities, or disaster recovery plans, or data communications connections, or environmental controls (e. g. air conditioning, fire suppression) and modern security devices	Only redundant power supplies are in place	Redundant datacentre facilities are only available for critical services	Fully redundant datacentre facilities are in place	Fully redundant and cost-effective datacentre facilities are in place
Support coverage	Ad hoc support insufficient to meet the business needs	Insufficient support resources to cover all the critical services	Support services are adequate for normal working hours only. No after-hour support	24×7 support services are in place. However, business stakeholders consider the support cost as high	Cost-effective 24×7 support services in place. All business needs are met
Cloud strategy	No Cloud strategy in place	Cloud proof of concept is being undertaken	Initial Cloud services have been successful	The company-wide Cloud migration has been successful	The transition to IaaS has realised the anticipated business benefits
Financials	Total infrastructure service cost is unknown	Total infrastructure service cost is partially known	Total infrastructure service cost is in line with commercial practices	Public and private Cloud services are being used and realised some cost saving	IaaS migration has resulted in significant cost savings as expected by business and IT stakeholders
Business continuity	No disaster recovery plan in place	Inadequate disaster recovery facilities that do not meet business needs	Disaster recovery plans are only available for critical services	Non-stop operations but not cost-effective	Cost-effective non-stop operations
Security	The business value of data stored and processed on infrastructure equipment is unknown	The business value of data is partially known	The critical data is partially protected in terms of compliance, audit, governance, access and risk mitigation	The critical data stored and processed on infrastructure equipment is adequately protected	The critical data stored and processed on infrastructure equipment is adequately protected in a cost-effective manner
Infrastructure procurement speed and quality	Speed not measured	Speed measured	Preferred providers' program in place to increase procurement speed	Procurement speed is in line with business needs	Infrastructure services are acquired on time
Process maturity	Basic checklists inconsistently used	Established processes, but inconsistently used	Established processes consistently used	Multiple external service providers are effectively governed	Operations efficiency has been increasing year after year
Business impact	Frequent Infrastructure services outages impacting business operations	There is senior executives' commitment to improve infrastructure services	Infrastructure Strategies have resulted in cost saving year after year	Competitive IaaS contracts in place	Business benefits have been realised from IaaS contracts