

The TBM Council's 2021 State of TBM Report

The TBM Council asked **103 executives and practitioners** their thoughts on how Technology Business Management

(TBM) is evolving, how TBM maturity correlates with business outcomes and more. Here's what they had to say.

Business Outcomes:

Maturity matters significantly for outcomes such as optimizing application TCO, optimizing spending on

contracts, and shaping demand and consumption by business units. With those outcomes, the walkers were **between 64% and 118% more likely to report progress** than crawlers.

Accelerate or streamline budgeting processes	32%	44%	71%
Reduce budget-to-actual variances	27%	34%	46%
Manage or shape technology consumption by your business units	19%	41%	58%
Optimize spending on vendor contracts	24%	53%	42%
Improve decision-making about labor (internal and/or external)	27%	31%	58%

In addition, TBM Reduces Cost to Serve Customers

Crawlers

20%

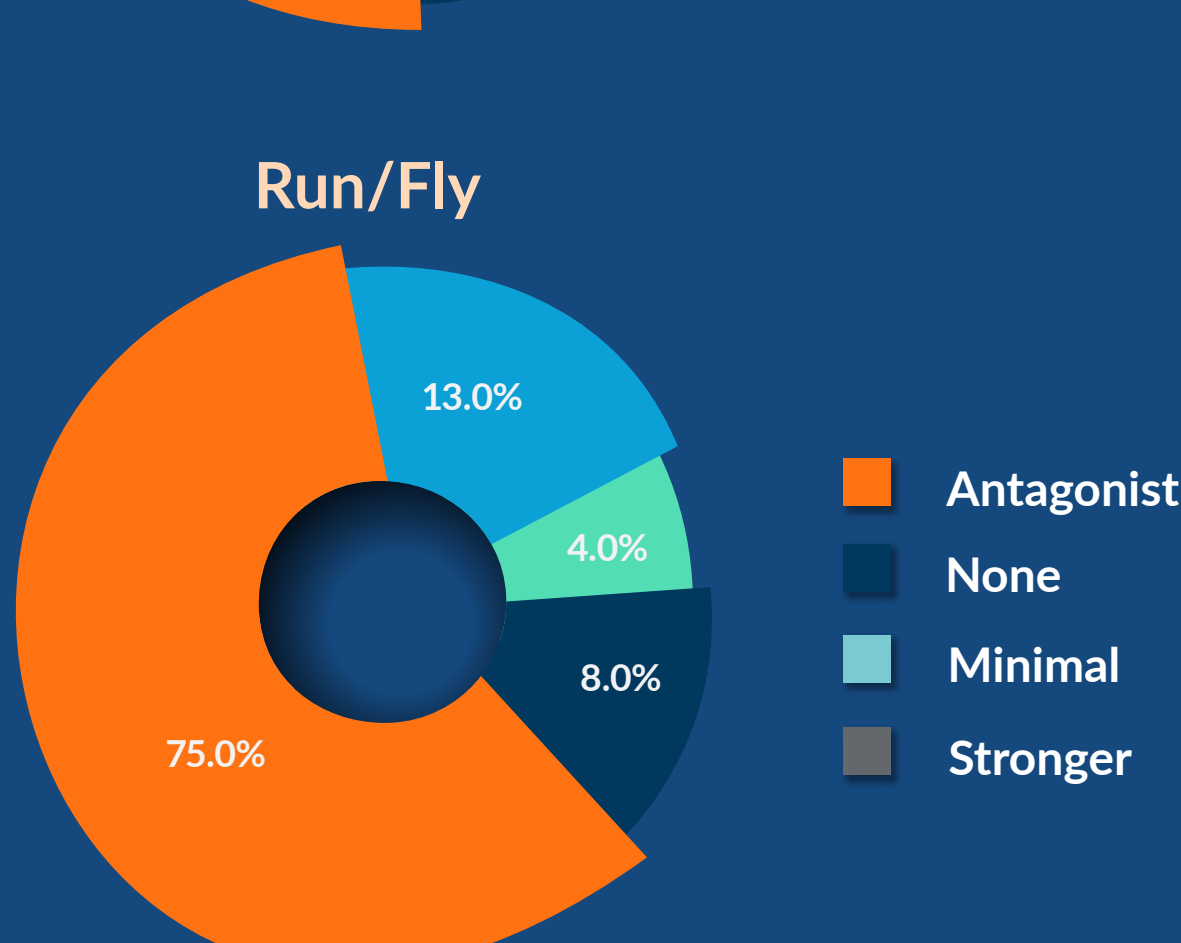
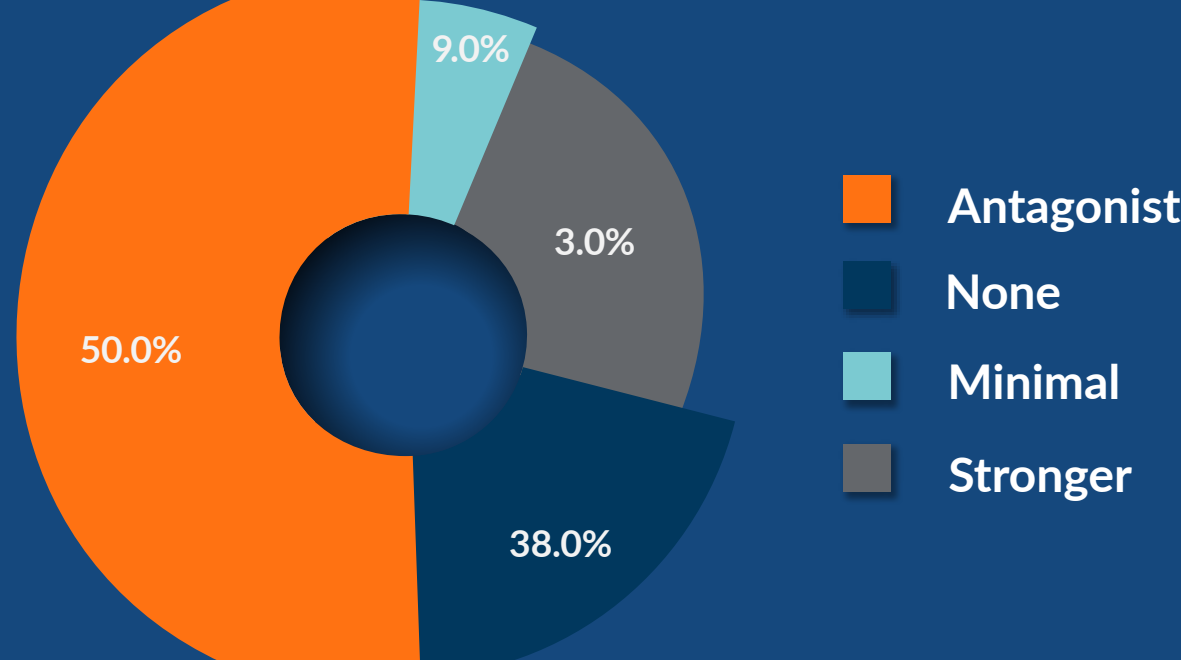
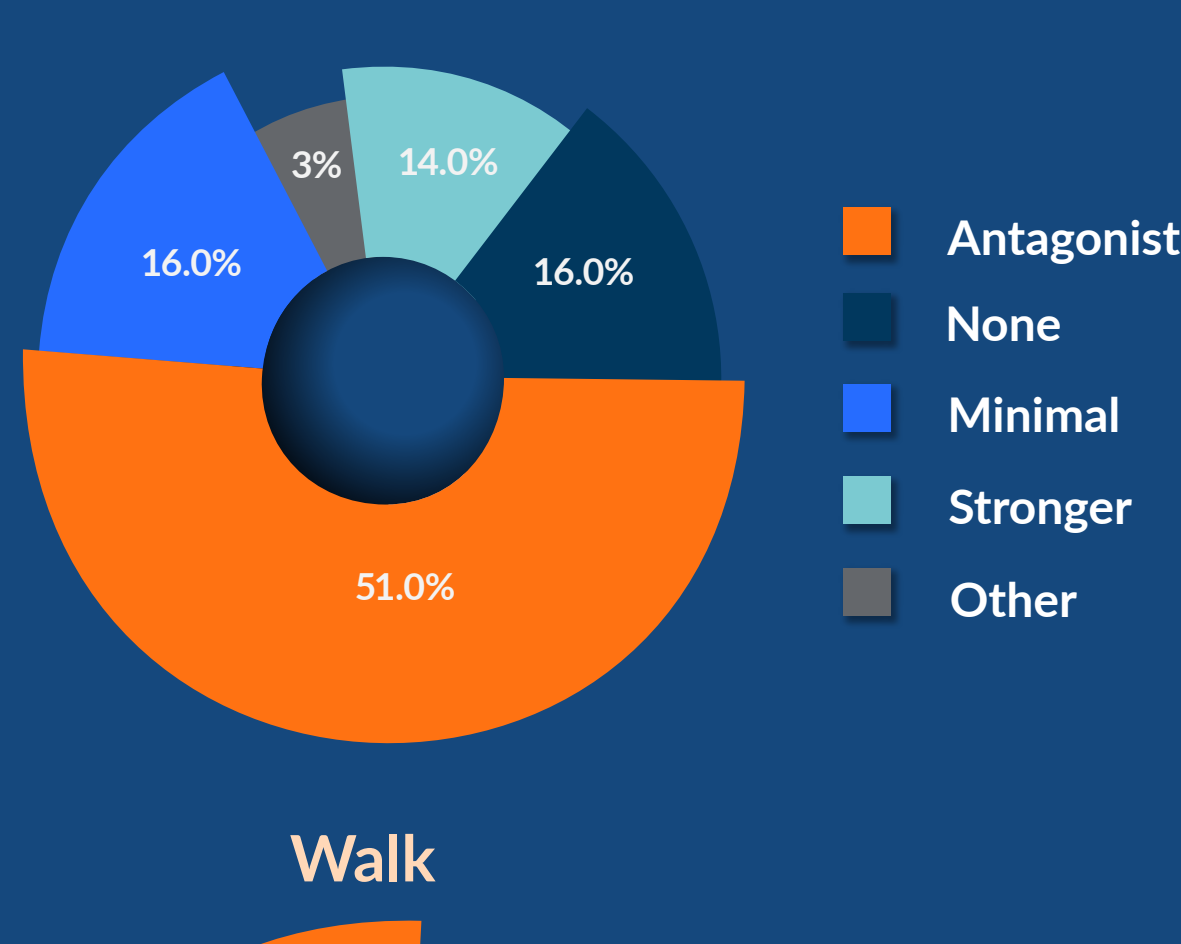
Walkers / Runners / Flyers

78%

Stronger Partnerships Between Finance & IT Accelerate TBM Maturity:

department and your corporate financedepartment in promoting,
enabling and maturing TBM?

Crawl



Employing the standard taxonomy to the highest degree possible can not only ease TBM adoption but accelerate it.

Case Study: Liberty Mutual

In order to provide business partners with mo

Having a common taxonomy that is understood by both IT and the business allowed them to create a chargeback model that's easily communicable to key stakeholders and empowered agile

leaders to be better stewards of their own technology spending and investments.

Practices Associated With TBM Maturity:

Which best describes the partnership between

department and your corporate finance department in promoting, enabling and maturing TBM?

TBM Practice	Crawl	Run/Fly
Report significant use of standard TBM taxonomy	19%	58%
Report some or most technology leaders regularly drive unit cost reduction	24%	54%
Perform TBM insight hunting at least twice per year	14%	42%
Utilize a consumptive bill of IT	14%	67%
Use special-purpose software	43%	92%

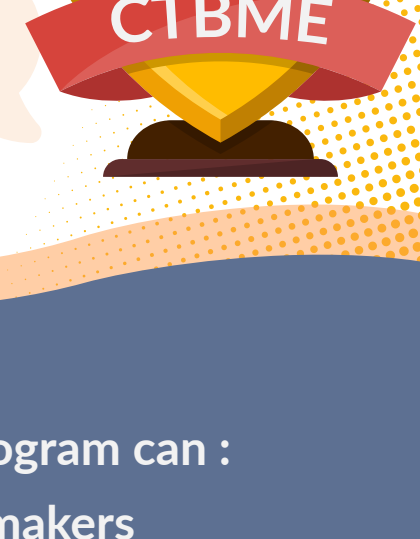
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Advanced product tool training is most



- **Respond** to tough requests from decision makers



- **Build or customize** reports for decision makers

- **Integrate** data from almost any source