

E&P Peer Contrast Study Facilitates Assessment of IT Operations

CASE STUDY

Client Challenge:

IT Operations Comparison of E&P Organizations

Situation:

- The client wanted a study comparing IT operations across the E&P industry
- Desired focus areas included IT business objectives, IT organization and roles, business alignment, technology, and innovation
- Previous benchmarking efforts did not provide adequate detail

Engagement:

- Engaged seven E&P companies in a dialogue to discuss their approach to IT operations
- Collected IT operations data using a common template, terminology & definitions
- Conducted one-on-one interviews with E&P company leaders to review the completed data input template
- Aggregated and analyzed data and interview notes to develop summary benchmark measures, common trends, and leading practices

Results:

- The primary focus of the IT function in E&P is responding to business needs and driving customer satisfaction
- The majority of participating E&P IT groups have a highly centralized organization structure
- Participating E&P organizations utilized various stages to support effective IT cost structures, including IT teams involving the business units in prioritization activities, and the use of regular reporting to provide business visibility to IT expenditures

