Legacy ITScore Is Moving to Read-Only Mode
30 April 2020

On 29 April 2019, the ITScore was redesigned and launched with a new methodology and report structure known as IT Score under the Gartner Score Diagnostic Family. This new IT Score replaced the legacy ITScore tool.

How will this change to read-only mode affect clients?

During the past year, clients with existing ITScore assessments were provided access to modify, edit and complete any existing assessments from the legacy tool for one year, through April 2020.

As a step in the legacy ITScore retirement, ITScore models will move to read-only mode 30 April 2020. Clients and associates will be able to access historical reports, in read-only mode, through April 2022. After April 2022, the reports will no longer be available on gartner.com.

What does this mean for clients?

Any legacy assessment that was started after 1 September 2019 and is still in progress must be completed by 30 April 2020. Any pending assessment that has not been completed by 30 April will no longer be available for updates.

Clients who have a previous ITScore assessment from the legacy ITScore model can start and complete an assessment using the legacy model for year-on-year comparison as long as the assessment is created before 30 March 2020 and completed by 30 April 2020. This is only available to clients with existing ITScores from the legacy model.

After 30 April 2020, all legacy ITScore reports will be available to clients only in read-only mode through April 2022.

Learn more about the Gartner Score Diagnostic Family, access today’s IT Score on gartner.com and view the Score overview video.

Please reference the FAQ on the next page or reach out to your Gartner service or sales partner with questions.

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FAQ

1. What happens to the ITScores that I have completed in the past? Where will I find them?

Any ITScore assessments that you have already completed will remain available to you through April 2022. You will still be able to access the report(s) for reference and historical data/information.

You can access reports from your prior assessments via a link on the IT Score portal under the “My Assessments” page where you can toggle over to your previously stored assessments, as shown in the image below.

2. If I did an ITScore in the past, will I be able to compare the old version with the new version?

No, you can’t do a direct comparison. However:

- Both models are valuable tools for assessing maturity. The methodology, scoring and model framework have changed, so you can’t use the legacy score as a baseline to compare to scores from the new model to measure progress in maturity.
- You can still leverage the results from both models without comparing them directly. Prior assessments you’ve completed reflect a point in time and are valuable as a historical reference.

Continue on the next page
FAQ (continued)

3. Why did Gartner change the IT Score?

Our research teams found that the key to success is balancing maturity against your organization’s unique priorities.

The new methodology not only provides an objective maturity score for each of your core capabilities, but also asks you how important these activities are to meeting your business objectives in the coming year. The resulting gap analysis measures the priority of those capabilities based on your business imperatives.

The IT Score Diagnostic uses this standardized methodology in maturity assessment models for over a dozen functions that span the enterprise. This reflects today’s business environment and the desire for executives to view their organizations holistically at the enterprise level across all the functions. The new IT Score model standardizes the results and enables IT leaders to join the conversation as leaders in the organization’s ecosystem.

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