



Hidden Complexity

Unclear Ownership

THE CIO VENDOR FRAGMENTATION SCORECARD

A fragmented vendor model often looks efficient on paper because each provider can point to its own activity, SLA performance, or ticket closure rate. But the CIO's real question is whether the environment is improving as a whole.

This scorecard helps assess whether vendors are reducing complexity, improving outcomes, and freeing internal IT to focus on strategic business priorities or whether IT is still carrying the hidden burden of coordination.

Instructions

Use this scorecard to assess whether your vendor ecosystem is improving business outcomes or creating more coordination, escalation, and operational drag. For each statement, select the

response that best reflects how frequently the situation occurs within your organization today. Add the points from all selected responses to calculate your total score.

VENDOR ACCOUNTABILITY SCORECARD

STATEMENT

Never

Sometimes

Often

Always

0 pts

1 pt

2 pts

3 pts

Internal IT owns the outcome when an issue crosses vendor boundaries.

Root cause analysis requires participation from multiple vendors.

Service reviews focus primarily on SLAs rather than business outcomes.

Internal IT is spending excessive time coordinating vendors.

Visibility gaps make it difficult to understand the full IT environment.

Recurring incidents are resolved but not meaningfully reduced over time.

AI and automation efficiencies are difficult to connect to measurable business value.

Add the selected score for each statement.

Total Possible Score: 21

WHAT YOUR SCORE MEANS:

0-5 Points:

Low Fragmentation Risk

Vendor accountability is clear, visibility is strong, and internal IT is not carrying excessive coordination burden.

6-10 Points:

Moderate Fragmentation Risk

Some vendor complexity exists, especially around ownership, root-cause analysis, or outcome measurement.

11-15 Points:

High Fragmentation Risk

Internal IT is likely spending too much time coordinating vendors, and recurring issues may not be improving.

16-21 Points:

Severe Fragmentation Risk

The vendor model may be creating operational drag, unclear ownership, limited visibility, and weak business-value realization.

READY TO TAKE A CLOSER LOOK?

Speak with one of our experts about the challenges you're seeing across your environment and how other organizations are approaching accountability, visibility, and operational performance.

Contact Us

