

Driving Value Through Interoperability: A Checklist for Business Leaders

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Alignment starts at the top

Ensuring alignment from the top-down in the organization is essential and will help overcome disconnect between business and technology leaders.



- ✓ **Define strategic business goals and associated KPIs for the organization.** Ensure that these are understood by both business and technology teams, recognizing that technology is integral to achieving these goals.
- ✓ **Get clarity on the IT mandate and the overarching technology strategy.** Business leaders need to understand the principles and goals that guide technology investments within the organization.
- ✓ **Build a culture of shared ownership and responsibility for technology initiatives at the highest levels.** Business and technology leaders should work together to shape strategy, approach, budget, ownership, and responsibility for technology.

“Above all, the working relationship between business and IT teams needs to be aligned at the highest levels of the organization across strategy, approach, budget holding, ownership, and responsibility.”

Program Director, Digital,
Boots UK



2

Communication

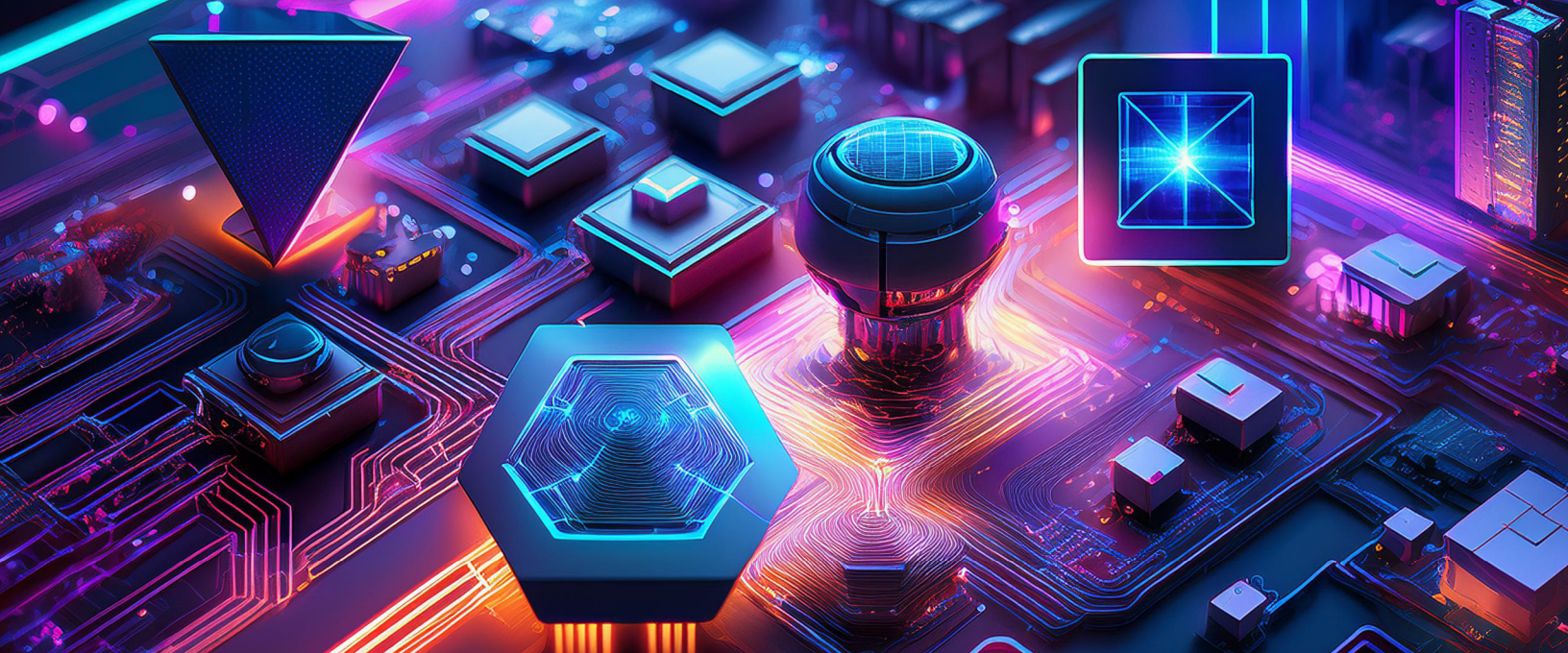
Poor communication causes tech/business disconnect. Bring all stakeholders together to avoid silos.



- ✓ **Involve all relevant stakeholders, including business, technology, and customer-facing teams from the outset of technology projects.** Actively promoting cross-functional collaboration will help to prevent silos and ensure solutions meet diverse needs.
- ✓ **Foster and encourage forums for open conversation between business and technology teams.** Create and engage in regular dialog to build mutual understanding and address potential misalignments.
- ✓ **Invest in developing a fundamental understanding of technology capabilities and limitations within business teams.** Business leaders should encourage their teams to learn more about what technology can and cannot deliver to avoid misunderstandings that can lead to disconnect.

“To deliver impact, all stakeholders from business to technology must be part the solution from the get-go. Avoid building and creating silos whether it is in business, technology, or people. Instead, make all stakeholders part of the solution.”

**Program Director, Digital,
Boots UK**



3

Measure impact

Technology teams must understand the business, align across all functions, and use data to demonstrate value/impact.



- ✓ **Encourage technology teams to demonstrate their impact and value to the business through data-driven insights integrated into their processes and systems.** Business leaders should expect tangible evidence of the return on technology investments and their contribution to business outcomes.
- ✓ **Shift the focus of discussions from technology-led initiatives to starting with customer needs, business strategy, outcomes, processes, and capabilities.** Business leaders should ensure that technology is viewed and discussed as an enabler of clearly defined business objectives.
- ✓ **Prioritize technology investments that directly align with key business drivers** such as revenue generation, resilience, and customer value, with a clear focus on cost efficiency and profitability.

“As technologist we need to understand the business inside out. We work across all layers of the organization and must have open conversations with all functions to stay aligned. And we must bake data into our process and systems to be able to prove impact to the business.”

Senior technology leader and MACH Alliance Ambassador



This Checklist was brought to you by the MACH Alliance Interoperability Taskforce.



To learn more, visit the [MACH Alliance Interoperability Hub](#)

About The MACH Alliance

The MACH Alliance is a [501©(6)] non-profit organization, governed by an independent board and does not endorse specific vendors, members or otherwise. The Alliance has become the voice of the industry helping enterprise organizations navigate the complex modern technology landscape. It aims to guide and show the business advantage of open tech ecosystems that are Microservices based, API-first, Cloud-native SaaS and Headless. All MACH Alliance members meet strict certification principles that are published on the website. The MACH Alliance welcomes technology companies and individual industry experts who share the same vision for the future. Learn more about the Alliance and MACH certification at machalliance.org, and follow us on Twitter and LinkedIn.