**Organisational Excellence awards – published criteria 2025**

*Presented for the delivery of IT excellence and customer satisfaction.*

We are looking to recognise the organisations that have demonstrated excellence in their industry during the past 12 months. The awards seek to reward organisations who have contributed to the development and deployment of innovative IT systems that improve business operations or enhance public services. Entries can be submitted by IT vendors nominating their customers or themselves, from companies/public bodies or individuals wishing to recognise their own organisations' efforts. IT vendors nominating their customers should ensure that they have the necessary consent and ideally a customer representative as part of the presentation team.

**While it is recognised that organisations can be comprised of teams across many countries, entries should be able to demonstrate a very strong UK focus.**

The awards in this category will be judged against four key criteria:

**Professionalism:** Consistently meeting or exceeding challenging objectives to ensure the successful use of IT and demonstrating a quality approach through organisational values and working practices.

**Excellence**: Evidence of meeting or exceeding the requirements and expectations of internal and/or external customers – whether "customers" means clients, end-users or employees.

**Innovation:** Used innovative approaches or technologies to enhance the organisation.

**Measurable success:** Able to demonstrate quantifiable performance improvements for the organisation through the achievement of key objectives and successful delivery of IT systems.

*Entrants should provide:*

An explanation for how the submitted entry <u>meets each of the four criteria</u>, plus a maximum  250-word summary of why they believe they should win this award.

*Each entry, therefore, requires:*
- Organisational overview (80 words), which can be used for PR purposes
- Four sections detailing achievements (up to 500 words each) against each of the four  criteria above
- A summary statement (up to 250 words)

Entrants are urged to ensure that their submissions follow the above format so that the judges  can give the entry their fullest consideration.

*Additional Evidence:*

Any additional supporting information will be treated as confidential by the judges.

**Please note** that any additional documents provided should be brief and additive to the entry, and video material should be a maximum of 3 minutes in duration.

*All sections of the form must be completed.*

**Categories**

- **Best Place to Work**
  Awarded to the organisation that provides the best employment and career opportunities for IT professionals as well as demonstrating a positive commitment to equality, diversity and inclusion The winner will be an organisation that its IT employees view as a great place to work; that can demonstrate improvements to the diversity and inclusiveness of its staff; that values the role of IT and the professionalism of the staff that provide and support it, offering career and skills development, reward and recognition for personal achievement and industry-leading employment benefits. Metrics showing how the organisation's inclusivity has improved in recent years will be helpful.

- **Corporate Social Responsibility Award**
  This award will go to the organisation which is best able to prove that it has taken specific steps to reduce its environmental impact and improve its sustainability. Judges will expect to see details of a significant sustainable initiative, together with the impact achieved. Metrics showing how the organisation's sustainability has improved as a result of the initiative will be helpful.

- **Development Team of the Year**
  Awarded to the team or department that best demonstrates how its work has helped achieve or exceed objectives and contribute to the overall competitiveness and/or success of the organisation during the previous 12 months. The winning entry will show how important the development team is to the business, and what steps it took to accomplish its goals.

- **Diversity, Equity and Inclusion Award**
  This award will go to the organisation which is best able to demonstrate the steps it has taken to improve diversity, equity and inclusion. This could be of its own workforce, initiatives it has taken to assist its customers or a service or product it has created and supplied to others. Metrics demonstrating achievement will be helpful.

- **Project Team of the Year**
  Awarded to an outstanding project team that has implemented an end-user project that has been exceptionally well-managed. The winning team will demonstrate against the four criteria how well the project has been run and what lessons have been learnt, how customer expectations have been surpassed, innovation introduced by the project and measurable outcomes for the project.

- **Services Company of the year**
  Awarded to recognise excellence in the provision of IT systems, the winner will be a supplier of hardware, software and/or IT services that has achieved significant business success in the past 12 months and can demonstrate high levels of customer satisfaction and business benefits from the users of its products and services.

- **Team of the Year**
  Awarded to the company or public body that demonstrates how the development or implementation of its IT strategy has helped to meet objectives, achieve greater competitiveness or improve public services during the past 12 months. The winning organisation will show how IT is fundamental to achieving business goals.