



## Building the Framework for Performance Management

The outcome of this working session is the concept and blueprint for an IT performance management system

### ▶ Target Audience

The team responsible for crafting the IT organization's business performance management system.

### ▶ Prerequisites

Introduction to IT Business Performance Management

### ▶ Special Features

- "Lessons learned" assures that the design team won't repeat others' costly mistakes
- Class size limited to a maximum of 10

### ▶ Benefits Highlights

- Operational Concept Description jump-starts the design process
- Key knowledge transferred to participants as they learn by doing
- A more complete view of what is actually happening vs. plan

### ▶ More Information

- Call for quotes for on-site training scheduled at your convenience.

*"We need to develop a business performance management capability quickly; doing it right the first time is the aim."*

### Building the Framework for Performance Management -- Two-Day Seminar:

An in-house design team develops the operational concept and measurement framework in this working session. The outcome of this working session is the concept and blueprint for an IT performance management system.

This course takes a team(s) of technical professionals and analysts step-by-step through the process of creating a solid framework for their own organization's IT business performance management system.

The aim is fourfold:

- complete an Operational Concept Description (OCD),
- develop an overall "blueprint" of the framework,
- complete the detailed design of one component, and transfer to team members the skills they need to complete the design.

Working with an expert instructor, the team(s) complete a preliminary OCD that describes the proposed system in terms of:

- the expected results and outcome,
- IT and top management's information needs, and its relationship to existing management systems (e.g., strategic planning, budgeting, and project management).

Then step-by-step participants design one component of their management system; new software development projects, for example. This includes the processes and mechanisms for gathering, monitoring, and analyzing performance information, and templates of the output reports to management.

The OCD and completed framework are the basis for the next course in the series – IT Business Performance Indicator and Metric Design.

### Select Course Topics

#### Operational Concept Description

- The OCD's "building blocks"
- Deciding what is needed & by whom
- Describing how it will work -- from data source to management report
- Emphasis on simplicity/ease-of-use

#### Implementation Planning

- The elements of the plan
- How long will it take?
- The obstacles to anticipate and how to overcome them
- How to secure user "buy-in"

#### Architecture Design Factors

- How to decide what to measure
- Output - what will be produced & used
- Process - data acquisition & analysis
- Input - potential data sources

#### Maintenance Considerations

- Estimating requirements
- Lessons learned from others
- Validating data
- Adapting to changes in business goals

