



## IT Business Performance Indicators and Metrics

Learn how to create indicators & metrics that keep the IT organization focused on its commitments.

### ▶ Target Audience

IT professionals and business analysts that may select, design, develop, implement, maintain or use a business performance management system.

### ▶ Prerequisites

IT Business Performance Architecture Design.

### ▶ Special Features

- Extensive sample IT indicators & metrics jumpstarts the process
- Participants develop their own indicators & metrics in-session

### ▶ Benefits Highlights

- Key knowledge is transferred to participants
- More rapid deployment of a useful performance management system

### ▶ More Information

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

*"Continuously communicating IT value to top management is our top priority. Our team must develop the key performance indicators to do the job."*

**IT Business Performance Indicators and Metrics -- Two-Day Seminar** -- Those tasked with crafting the system's indicators and metrics learn how to select a balanced suite of accurate, reliable, and useful indicators. Learn how to create indicators & metrics that keep the IT organization focused on its commitments.

Indicators and metrics are numeric and graphical representations of physical events. Much like a car's speedometer or roadside milepost, they enable management to quickly "visualize" where the organization is in relation to where it is committed to be.

In this course, participants used their blueprint to construct the framework of their performance management system – what it will do, for whom, and how it will function.

In this course, participants learn how to complete the building process by focusing on what to measure and how to use the measures to get results.

The instructor leads participants tasked with development of performance indicators and metrics through a systematic process to:

- choose the most important and measurable events,
- select quantifiable, readily measurable performance indicators,
- create useful process, output and outcome metrics,
- pare measurement possibilities down to "the critical few", and develop the baseline "Year 0" data.

Participants also learn how to:

- avoid the pitfalls that can doom an effort to failure,
- establish a data gathering and analysis process that works, and present the results in a useful and actionable format.

### Select Course Topics

#### Characteristics of Useful Measures

- What makes a "good" performance indicator, measure, metric
- Developing measures
- Analytic challenges
- The "Balanced Scorecard" approach

#### Selecting & Crafting Indicators

- Sample project, recurring activity, budget, and finance indicators
- The development process
- Measures that show IT value
- Measures for high-risk projects

#### Performance Monitoring & Evaluation

- Establishing a practical monitoring process
- Cost of the measure vs. user value
- Variance detection and follow-up
- Feedback and corrective actions

#### Performance Visualization

- The performance management and measurement "dashboard"
- Performance Report contents
- Linking to business planning
- Linking to budget planning process

