



Introduction to IT Business Performance Management Systems

Learn what IT business performance management is all about; a plain-English introduction

▶ Target Audience

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

▶ Prerequisites

None. IT Investment Management Best Practices is recommended.

▶ Special Features

- "Lessons Learned" shows what works and what doesn't
- Simulation Exercise gives participants the "look and feel" of performance management in action

▶ Benefits Highlights

- Avoid repeating other's costly mistakes, or "reinventing the wheel"
- Greatly improved odds of getting it right the first time

▶ More Information

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



There is a point in the management process when the challenge shifts from choosing which projects and activities to fund to assuring that strategies and plans are successfully executed.

Strategies and plans serve as "roadmaps" to improved performance and results. A business performance management system is a tool that help keep the IT organization on track. By continuously showing where the IT organization is in relation to its commitments, it serves as management's "dashboard, road signs, and mileposts".

Learn how management systems function to yield a wealth of facts about how well the IT organization is executing its plans and strategies. The session opens with a "System Simulation" exercise that exposes participants to a hypothetical IT organization's performance management system in action. As they read the system's indicators and metrics, they experience firsthand how properly visualized performance information really works.

Armed with the knowledge of what these systems are and how they are used, participants quickly grasp the practical realities of:

- what it takes to design, implement, and maintain them,
- the lessons learned by other organizations, and
- the benefits to both the IT organization and the enterprise as a whole.

This course delivers invaluable knowledge to any organization that seeks to use this powerful management tool to improve IT performance and results.

Select Course Topics

Simulation Exercise

- The management "dashboard"
- Reading the pace
- Sensing an emerging problem
- Acting before its too late

The Basics

- Terminology - indicators, metrics, measures, and more
- Why measurement is essential for successful management
- What to measure, and how
- "Critical few"; "balanced scorecard"

Lessons Learned - 50 Years of Experience

- Critical success factors
- What works and what doesn't
- The benefits and costs
- Separating the hype from reality

Design and Implementation

- The building blocks; how to plan and implement an IT business performance management system
- What to expect, how to be prepared
- Culture; don't ignore human factors
- Importance of simplicity