Week 10
Monitoring and Evaluating IT

Strategic Performance Measures
aka: Key Performance Indicators (KPIs)

- Metrics calculated from monitoring data

- Tied directly to the IT strategy through objectives

- Objective expectations must be clear

- Data-driven metrics that surpass the expectation indicate that the process or project is on track and in control
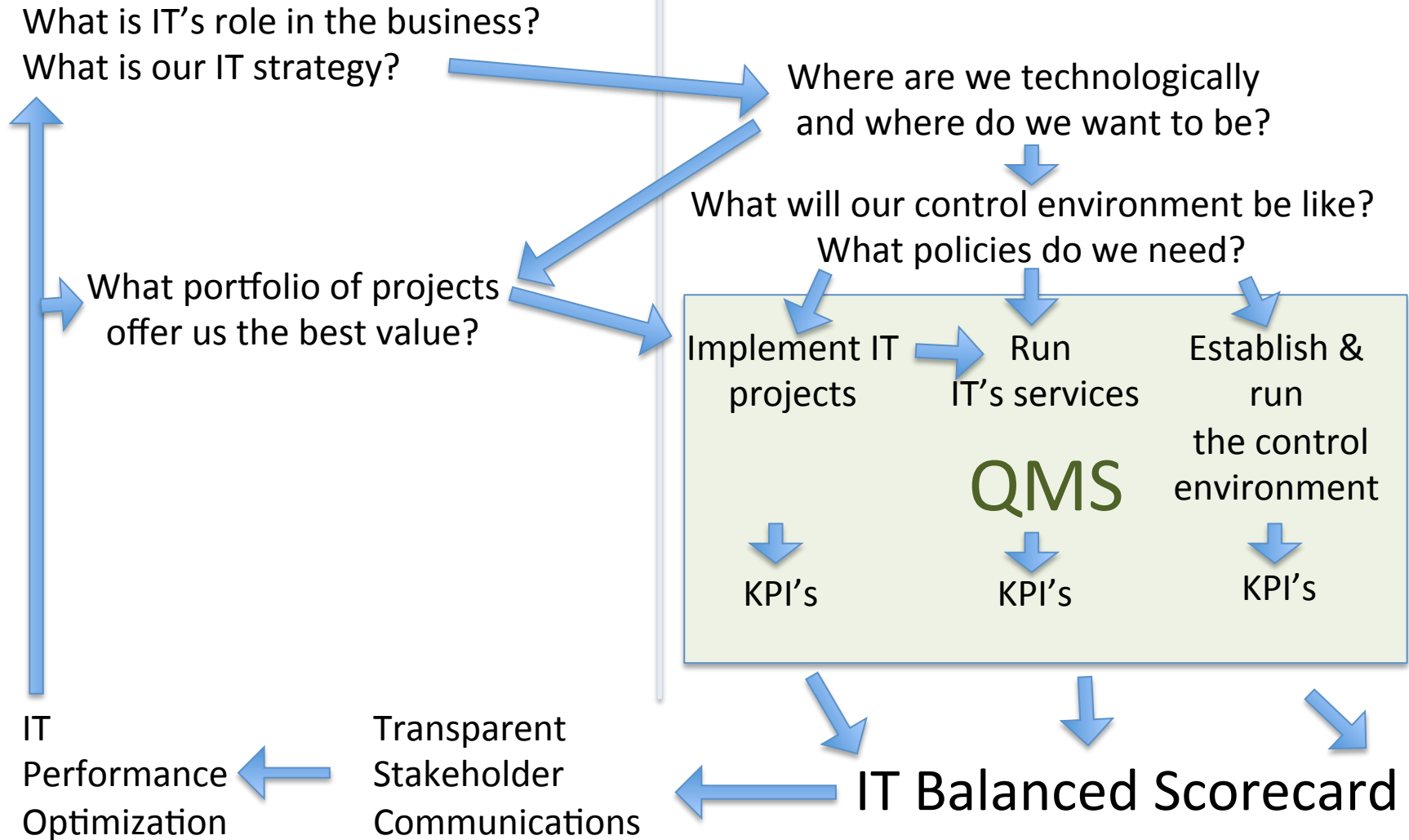
IT Balanced Score Card

- A collection of strategic performance measures
- Intended to show performance from different perspectives

- Financial
- Operational
- Value/alignment
- System Implementation
- Customer Satisfaction
- Risk

Performance metrics should not be exclusively operational. Relate them to strategic success and value creation.

Right Things (Governance)

Done Right (Management)

What is IT's role in the business?
What is our IT strategy?

Where are we technologically and where do we want to be?

What will our control environment be like?
What policies do we need?

What portfolio of projects offer us the best value?

Implement IT projects → Run IT's services → Establish & run the control environment

QMS

KPI's   KPI's   KPI's

IT Performance Optimization

Transparent Stakeholder Communications

IT Balanced Scorecard

In Summary

- Governance's goal is to optimize IT performance in terms of reliably providing quality services in support of business strategy.

- Optimization requires a transparent view of IT.

- IT does many things and they should all be monitored.

- The quality process helps define KPIs.

- KPIs capture the results of IT performance monitoring and are indicative of in meeting stated goals.

- The balanced scorecard should show the KPIs of what the stakeholders agree are most important in the context of their roles and responsibilities.