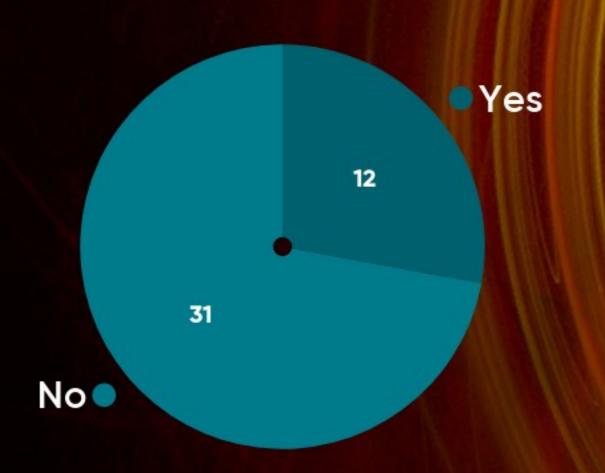
Using Metrics that Emanate from TBM

Todd Tucker & Ed Hayman

Do you publish and promote key metrics as part of your TBM program?



Why problek and promote key metrics?

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Drive continuous improvement



Hold IT & Finance accountable





Communicate with the Board

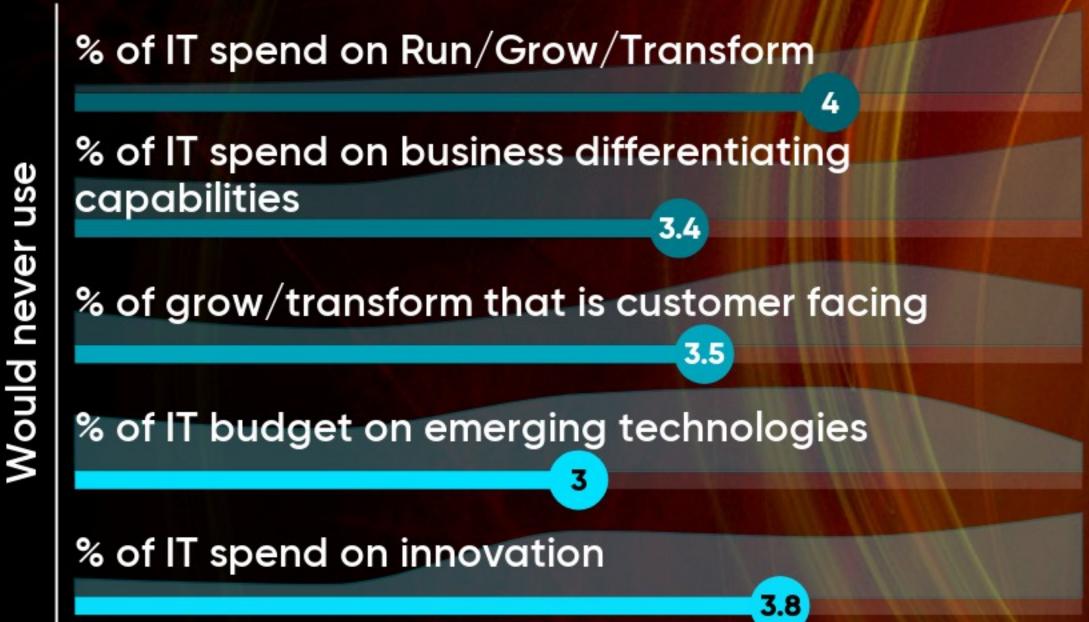


Other

What are your organization's top goals?

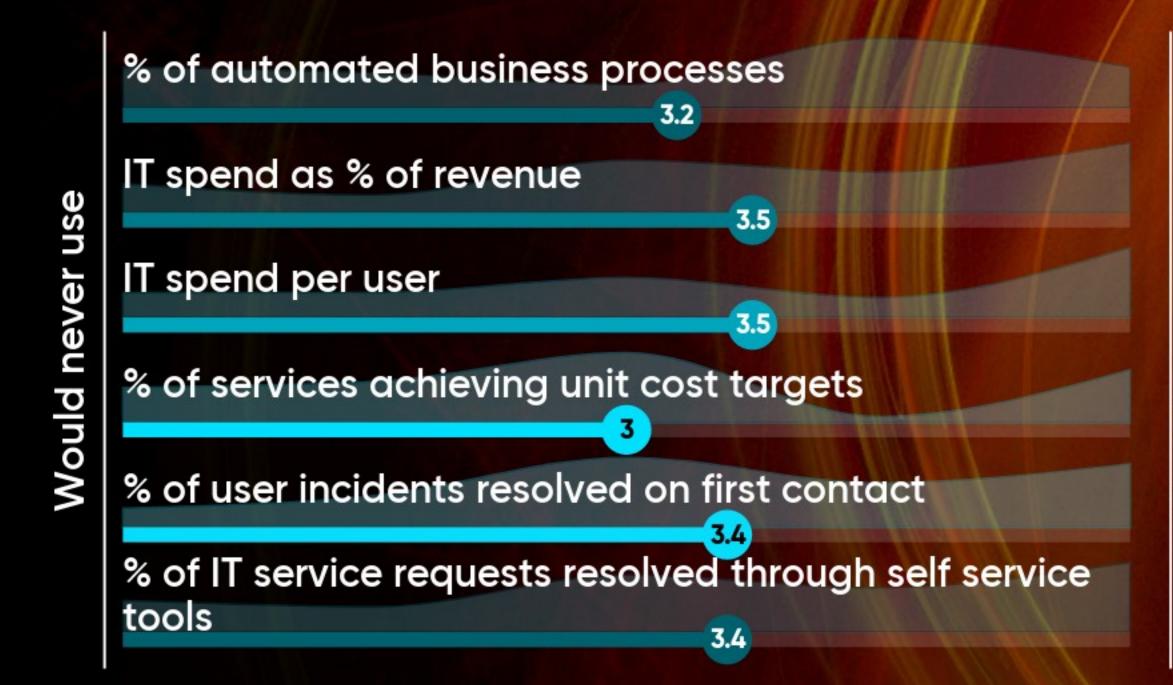
28% Increase Efficiency 20% Increase Customer Satisfaction 18% Increase Innovation 17% Manage Risk 17% Increase Speed to Market

Metrics to "Increase Innovation"



Would always use

Metrics to "Increase Efficiency"



Metrics to "Increase Customer Satisfaction"

External customer satisfaction score (NPS) Internal end-user satisfaction score (NPS) Minutes downtime for critical business systems % of critical SLAs met % of failed customer interactions followed up on % of projects meeting hard benefits % of user incidents re-opened

Metrics to "Increase Speed to Market"

% of IT resources on Agile teams % of IT spend on public cloud (laaS, PaaS, SaaS) % of strategic IT suppliers with Business Outcome KPIs never % of projects delivered on time and on budget Would % of internal IT teams with Business Outcome KPIs Application release rate

Metrics to "Manage Risk"

Amount of possible productivity lost to major incidents # of security or data breaches requiring manual intervention # of technology solutions not adhering to standards % of staff with required competency 3.5 % headcount to plan 3.4 % of major software licenses in audit compliance % of assets <12 months until end-of-life % of annual IT variance to plan

Sn always Would

