Overview

- Metricus is a pragmatic solution for managing the performance of IT, built on metrics that tap into the IT best-practice frameworks that organizations use such as ITIL and COBIT

- Metricus sits on top of service management and other tools and uses the data from these systems to populate metrics scorecards and present dashboards.

- Trending information, analysis capabilities and benchmarking information equip organizations with the means to drive improvement projects and ensure that IT delivers value to the business

Set Performance Targets: Best-Practice Metrics

Measure Outcomes: Toolkits, Scorecards and Dashboards

Drive Improvements: Trending Information, Benchmarking, and Analysis Capabilities

Business Benefits

- Adopt practical and pragmatic metrics that are aligned with industry best practices (ITIL, COBIT, and others). Metricus will tell you exactly what metrics you need to achieve clarity on your IT performance;

- Move away from managing excel sheets and disparate data sources and towards presenting a holistic picture on IT performance aligned with industry practices;

- Measure IT performance using scorecards and dashboards and drive improvements based on trending information and benchmarking data

- Benefit from a flexible IT Performance Management Framework that can be tailored to your situation, whether that is ITIL, Green IT, supplier management, benchmarking, CIO decision making or IT process management;

- Metricus will tell you how to populate the metrics that are relevant to you and provide the means to get this data from your service management and other tools.

- Reduce the total cost of ownership for IT Performance Management by using a consolidated framework that is built on the Microsoft business intelligence suite.
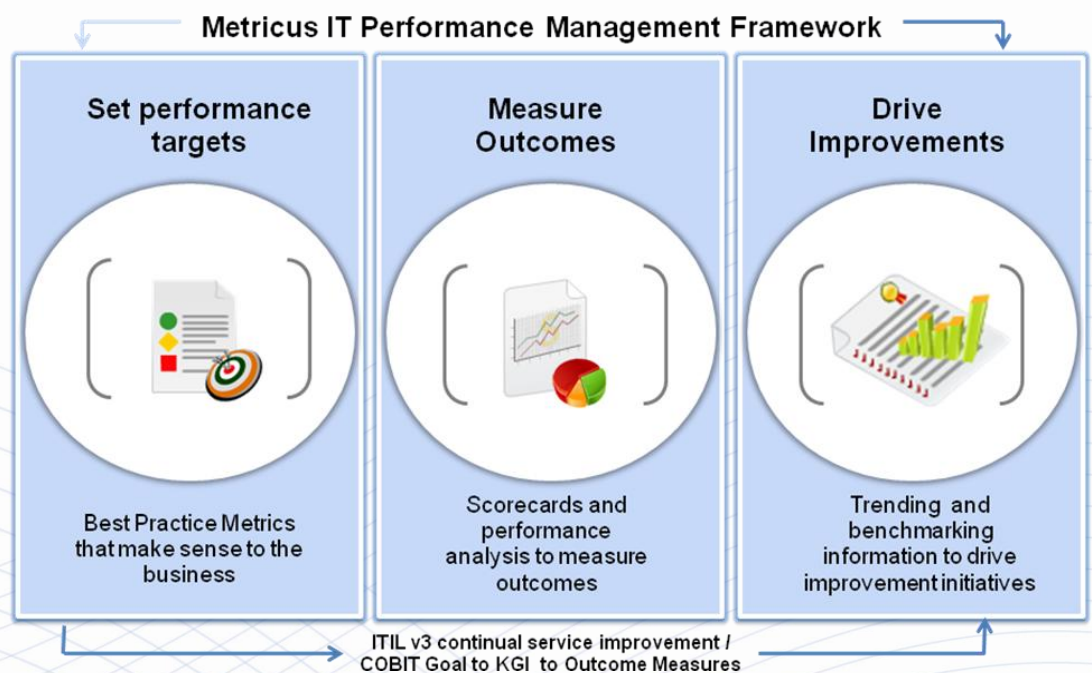
Metricus

Metricus

Overview   **Metricus presents organizations with clarity on the performance of IT that allows organizations to demonstrate value and control over IT and drive IT improvement initiatives.**

The Metricus IT Performance Management Framework helps organizations identify relevant performance metrics (aligned with ITIL, ISO/IEC 20000 or COBIT standards). It presents toolkits for the management of data and scorecards and dashboards for the presentation of outcomes. Improvement initiatives are based on trending and analysis features as well as on benchmarking data from industry peers.

The Metricus IT Performance Management Framework:

- Presents a unique offering that blends knowledge, experience and technology into a best practice framework for IT Performance Management;

- Minimizes implementation and configuration costs associated with an IT Performance Management Solutions whilst maximizing the ROI, effectiveness and overall customer satisfaction associated with the solution;

- Leverages the Microsoft Business Intelligence Platform, positioned by Gartner as a Leader in the Magic Quadrant for Business Intelligence solutions;

- Presents a modular approach that combines knowledge (Best practice Metrics), a toolkit for managing data from organizations systems and tools   (Metricus Data Mart), a presentation and analysis layer   (Business Intelligence) with ongoing support;

- That is available in a hassle free and secure on-demand (Software-as-a-service) environment or in an Enterprise model (on organizations premises).

Metricus IT Performance Management Framework

Set performance targets	Measure Outcomes	Drive Improvements
Best Practice Metrics that make sense to the business	Scorecards and performance analysis to measure outcomes	Trending and benchmarking information to drive improvement initiatives

ITIL v3 continual service improvement /
COBIT Goal to KGI to Outcome Measures

Metricus

Best Practice Metrics

Best practice metrics help an organization understand what is important to them and what the areas are that they want to be measured on. Metricus helps organizations identify relevant metrics and provides knowledge and guidance on how to best use these metrics.

The Metricus 'IT Performance Management Metadata' is library that contains structured definitions for over 600 proven and pragmatic IT performance metrics. Every metric in the library includes a number of attributes to facilitate the use and adoption of metrics. Attributes include:

- Description, usage, impact;
- Target, tolerance levels, patterns, granularity, timestamps;
- Measures required for the calculation of metrics;
- Data collection tips and techniques for metrics and measures.

This 'super-set' of metrics forms the basis for the provision of Metric Modules that include subsets of metrics. Industry experts and thought leaders assisted in the creation of these modules as well as in designing Super Modules, that include the top 10 metrics that organizations active in a specific domain should definitely consider. Metric modules include:

- ITSM Frameworks, including ITIL V2, ITIL V3 and COBIT;
- The IT balanced scorecard;
- Specific IT Performance Management solutions including Green IT, CIO IT Health Scorecard and Helpdesk modules;
- Metrics aligned with specific business or IT goals;
- Super Modules, including all ITIL v2/v3 processes and COBIT, for example Top 10 metrics for change management, project management, capacity management, etc.

Measure Outcomes

Metricus provides toolkits to collect data from the tools and systems that are in place in organizations and populates scorecards and dashboards to provide a clear picture on the performance of IT.

Toolkits for the collection of data (Metricus Data Mart)

Metricus is built on Microsoft architecture and uses SQL Server SQL Database for the collection of data related to defined IT Performance metrics. This includes;

- IT Entity table structures for the integration of data required to provision metrics values and provide supporting drill-through data;
- Metrics table structures related to the storage of metrics, calculation of metric values and storage of metric history, calendar details, data hierarchies, scoring and trend parameters, and scoring hierarchies.

SQL Server Integration Services packages for management of data related to defined IT Performance metrics. This includes:

- Template packages for loading data from all major IT enterprise management systems into the IT Entity tables e.g. loading data from HP ServiceCenter Incident Management into the [ITE Incidents] table;

- Packages to populate Metrics table structures from IT Entity tables e.g. scoring, trending;

- Packages to load pre-processed data into the Metrics module i.e. direct loading of metrics values from an XLS file;

- Packages related to jobs required for the ongoing maintenance of metrics e.g. data loads, cube processing and data quality routines;

- Automatic generation of metrics and scorecards in Microsoft PerformancePoint 2007.

SQL Server Analysis Services database configured and optimized for the analysis of IT Performance metrics via PerformancePoint 2007. Includes:

- Standard cube structures and dimensions for metrics and supporting data from IT Entity tables;

- Business Intelligence capabilities and functionality supporting PerformancePoint 2007 e.g. named sets, calculated measures.

.

Metricus IT Performance Business Intelligence (scorecards and dashboards for presenting and analyzing information)

A SharePoint 2007 environment is used to provide organizations with an insight into their IT performance. This SharePoint Environment includes:

- Predefined portal templates that can be customized according to organization specific requirements. Templates are available based on industry, size, utilization of IT best practices;

- Forms based authentication, pre-built user roles and security requirements;

- Data Management module for the maintenance of data and processing of tasks within the Metricus IT Performance Data Mart;

- PerformancePoint scorecards deliver point in time information and allow for analyzing information per individual metric / KPI, provide filtering capabilities and dynamic reports.

- SharePoint dashboard templates for specific process areas and users including CIO IT Health, IT Balanced Scorecard, Green IT, ITIL V2, ITIL V3, COBIT, Benchmarking (Internal and External) and Helpdesk.

Metricus

Drive IT Improvements

The Metricus IT Performance Management Framework provides clarity on the current and historic performance of IT. Metricus delivers knowledge organizations require to shape their own future:

- Trending information provides the ability to analyze the performance of individual metrics in time and compare this performance with set performance targets

- An n-number of organizational entities can be configured, allowing organizations to learn from high performing departments and improve that of lagging departments or teams;

- Using Metricus organizations are able to compare their performance with that of industry peers or organizations in their same domain or geography. This is possible using Metricus as every Metricus user works with the same metric data structures;

- Metricus provides the collaboration mechanisms to set-up and manage improvement projects including alerts, project management information and messaging information.

Support

Metricus support services to assist in the ongoing management of IT performance. Metricus includes the following support areas:

- Selection and definition of metrics required for successful IT Performance Management;

- Data quality within IT enterprise software systems;

- ETL (extract, transform, load) procedures required for data related to IT Performance Management;

- Development and optimization of a sophisticated business intelligence environment for IT Performance Management.

- Ongoing upgrades and enhancements to the Metricus IT Performance Metrics Metadata, Metricus IT Performance DataMart and Metricus IT Performance Business Intelligence

How does it work

Metricus is available as an On-Premise or an On-demand / Software-as-a-Service platform. Organizations can sign-up for Metricus and work with the Metricus IT Performance Management Framework in weeks rather than months.

There is a monthly subscription fee for the Metricus IT Performance Management Framework. Besides this monthly fee there is a per user monthly license fee. There are a number of steps required in order to make Metricus a success for an organization:

1. Metrics are defined base on organizational requirements or specific needs. Metrics can be defined using COBIT business/IT goals, ITIL processes or based on specific customer requirements;

2. Data integration processes will be delivered for the extraction of data required to populate the defined metrics. Data can be added in Metricus manually, semi-

automated or automated. The most commonly used form is transferring data files or Excel sheets to the Metricus FTP site;

3. Dashboards, Scorecards and Reports are configured based on predefined templates or build from the ground up';

4. A training course is delivered virtual or on-site to train the users of the organization on the use and ongoing management of the Metricus environment.

Customers work with Authorized Metricus Consultants to manage for support in the execution of these activities.

Besides the Software-as-a-Service edition there is an Enterprise Edition of Metricus as well. This edition is installed on the premises of the Customer.

Next Steps Contact NAI to test-drive Metricus yourself. Request access to a live Metricus site to better understand what Metricus means in practice or contact us for more information.

Contact information:
E-mail: info@NouriAssociates.com
Web: www.NouriAssociates.com
Telephone: +1 (415) 267-7611

Metricus

The following section includes a number of examples of the use of Metricus:

Example 1: Service Desk Dashboard
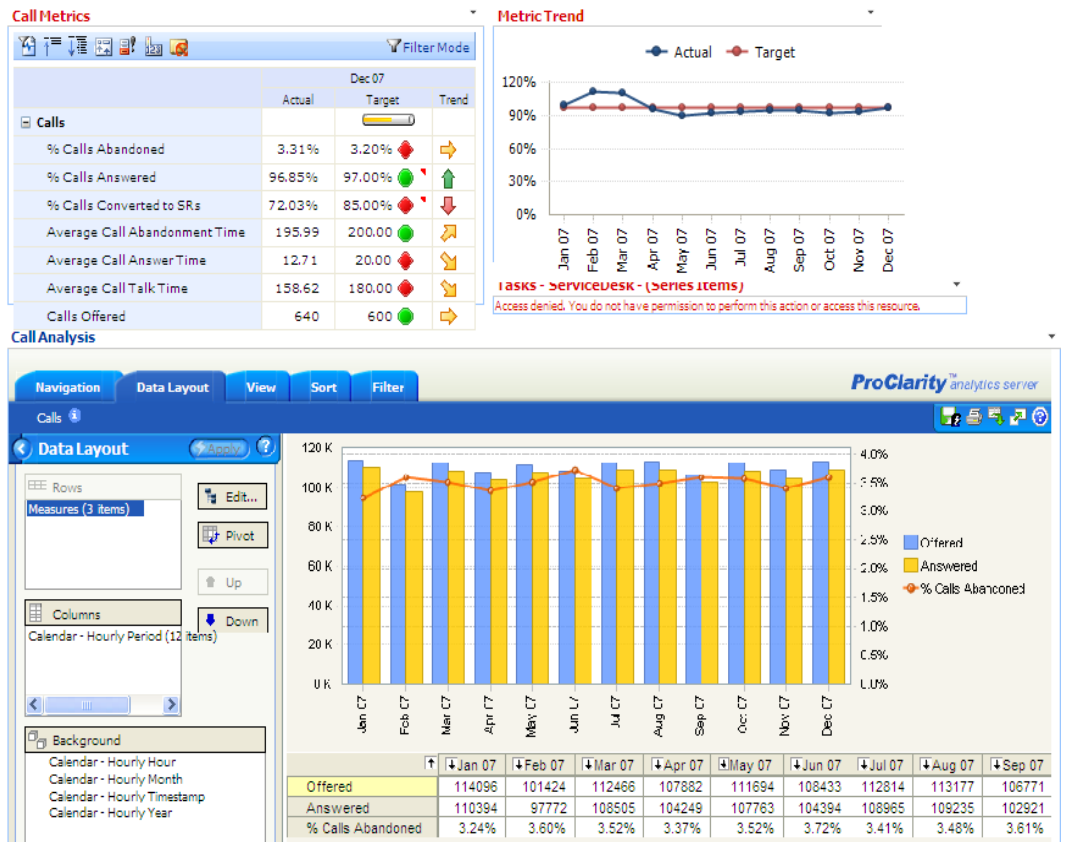
This dashboard is for the Service Desk Manager and allows for advanced analysis of the performance of an ITIL based Service Desk. The Service Desk Manager can look at information in great detail and do advanced analysis of the available information

Example 2: ITIL version 2 Dashboard
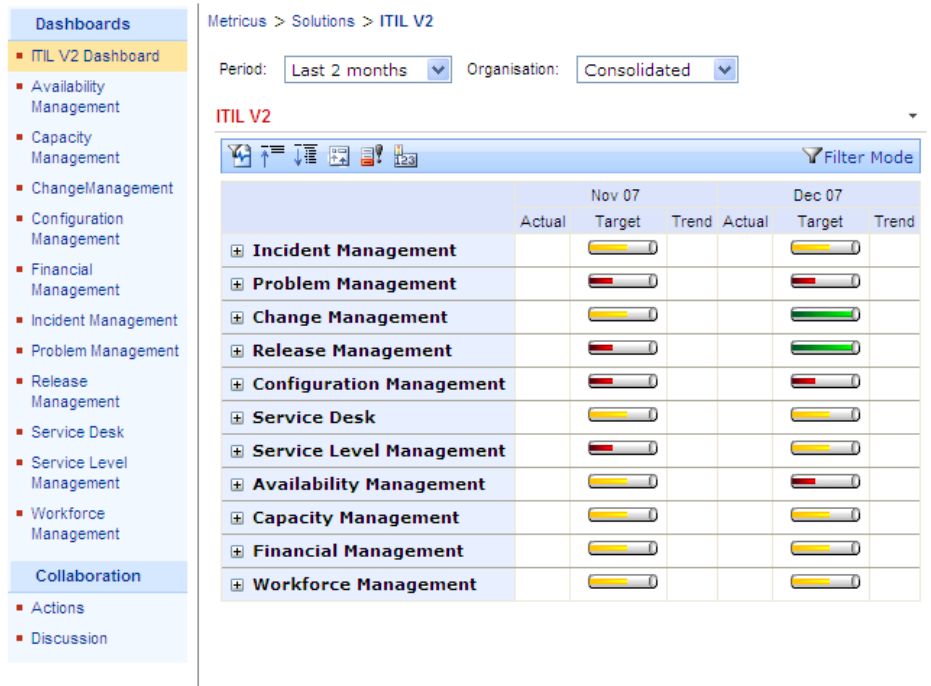
This ITIL v2 Dashboard allows Process/Program Managers to measure the value contribution of an ITIL implementation. The service manager can now demonstrate how the implementation results in a more effective and efficient IT organization

Example 3: CIO Health Dashboard

The scorecard provides point in time information for relevant IT services. For each area the IT manager can drill down into the details. A color coded dashboard provides a quick insight into the overall health.

Metricus

Example 4: Green IT
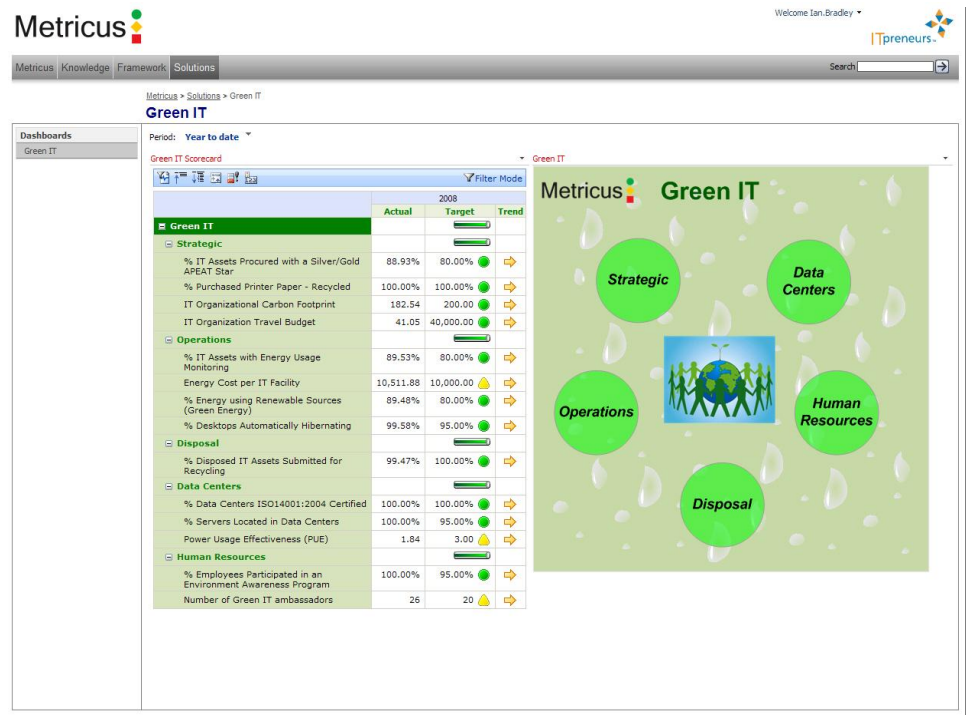
Are you measuring the impact of your IT organization on the environment?

Example 5: Metric Modules

Metricus provides modules for specific IT best practices. This allows organizations to tap into best practice metrics and deploy these instantly. Metricus provides the knowledge that helps you collect data from your systems (and this can be as simple as populating an excel sheet) and presents dashboards and scorecards based on these metrics.

This example provides an insight into metrics based on COBIT 4.1

Metricus

Figure 7: Benchmarking
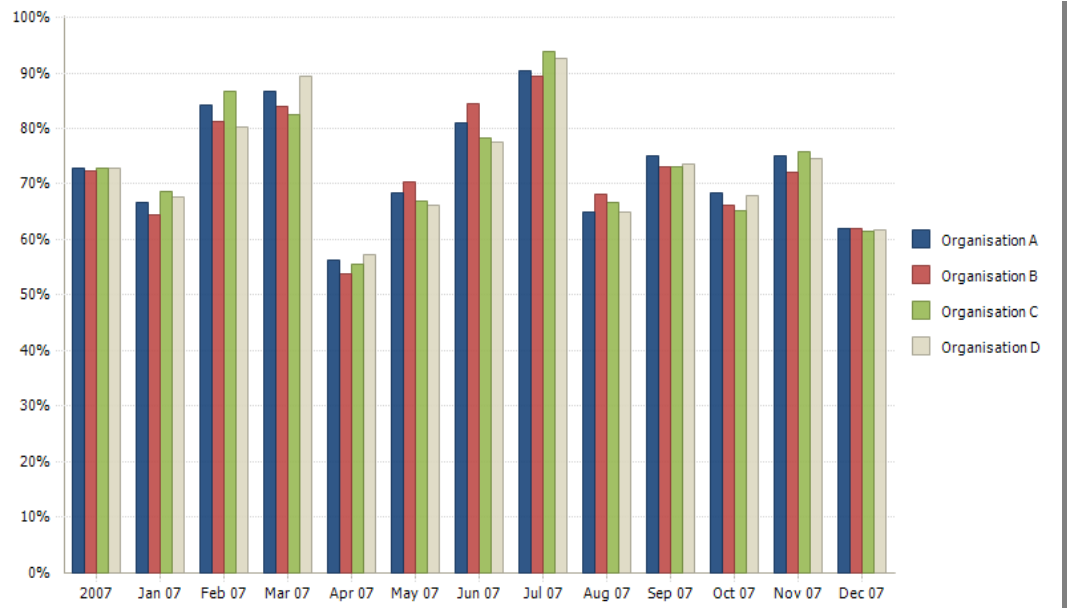
This is a Benchmarking Dashboard that gives an indication of how an organization is performing against industry benchmarks or industry peers.

About NAI

Founded in 2001, Nouri Associates, Inc. (NAI) is a leading provider of consulting, training, benchmarking and solutions in the areas of IT management and control best practices utilizing globally accepted standards and frameworks such as ISO 20000, ITIL, eSCM, PMBOK, CMMI and COBIT.

Corporate Headquarters
One Embarcadero Suite 500
Intl: +1 (415) 267-7611
US: +1 (888) 556-3618
Info@NouriAssociates.com