Metricus

An Introduction

Performance Measurement – An Introduction

Why Measure IT?

- "You can't manage what you can't measure".

- IT Performance Measurement is fundamental to successful IT Governance.

- Pragmatic metrics & measurement capability is a prerequisite for an effective IT Service Management (ITSM) program.

Metricus Benefits

- ❑ A centralized 'one-stop shop' for information related to IT Service Performance Management

- ❑ Provision of information required to re-engineer and optimize processes associated with COBIT, ITSM and ITIL best practice frameworks

- ❑ Benchmark your Key Performance Indicators against other organizations with similar profile as the number of clients grow

- ❑ Improved data quality from the IT operational systems

- ❑ Lower costs associated with data collection for IT Service Metrics

- ❑ Streamlined development and delivery process for presenting IT Service Metrics

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Performance Measurement – Role in Governance

Enabling IT Governance By:

IT GOVERNANCE

- ❖ Facilitating alignment of IT Services with Business Strategies

- ❖ Providing faster, more efficient, and consistent communications of IT Service Performance

- ❖ Increasing visibility into the impact of business changes on IT Services

- ❖ Enhancing budget, planning and forecasting of IT Services

- ❖ Increasing accountability within IT, and between IT and the Business

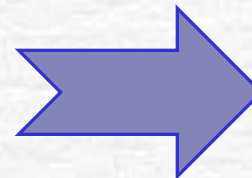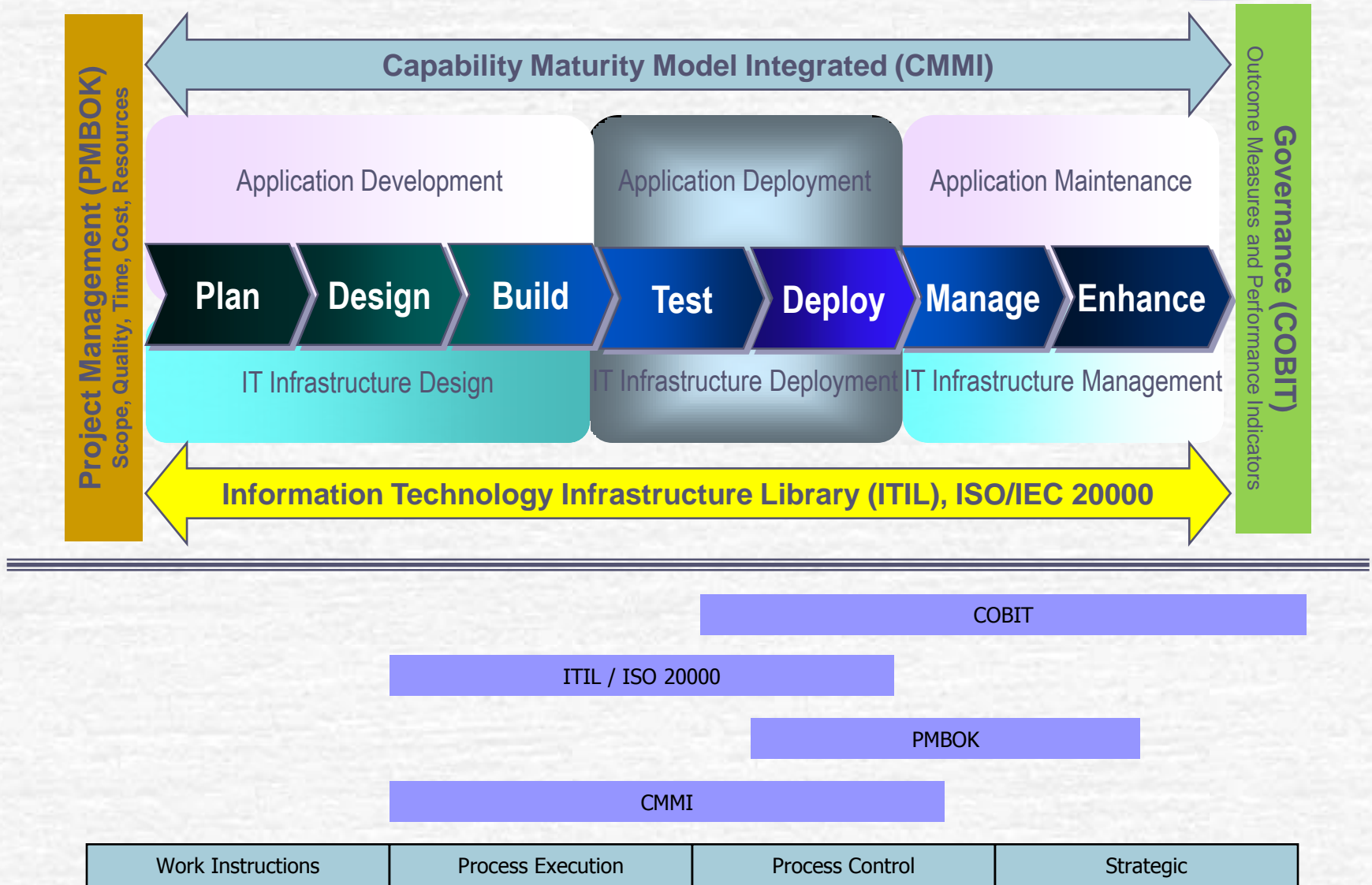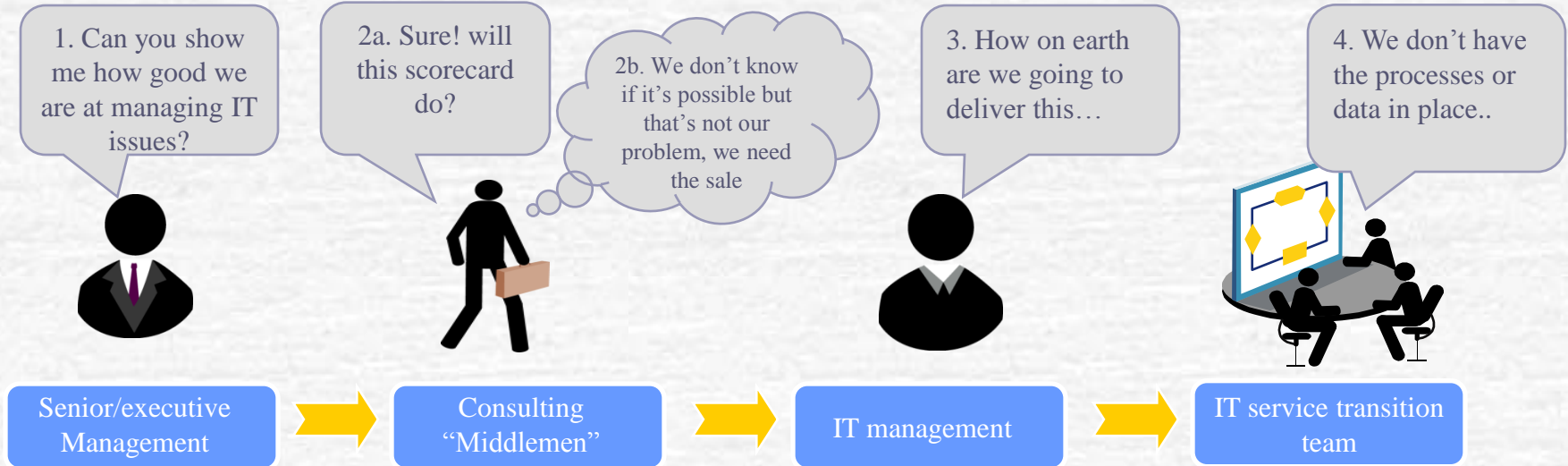| How do responsible managers keep the ship on course? | DASHBOARD | Indicators? |
| How can the enterprise achieve results that are satisfactory for the largest possible segment of stakeholders? | SCORECARDS | Measures? |
| How can the enterprise be adapted in a timely manner to trends and developments in its environment? | BENCHMARKING | Scales? |

STRATEGIC ALIGNMENT — VALUE DELIVERY — IT GOVERNANCE — PERFORMANCE MEASUREMENT — RISK MANAGEMENT — RESOURCE MANAGEMENT

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IT Performance Improvement Framework

Capability Maturity Model Integrated (CMMI)

Project Management (PMBOK)
Scope, Quality, Time, Cost, Resources

Governance (COBIT)
Outcome Measures and Performance Indicators

Application Development | Application Deployment | Application Maintenance

Plan → **Design** → **Build** → **Test** → **Deploy** → **Manage** → **Enhance**

IT Infrastructure Design | IT Infrastructure Deployment | IT Infrastructure Management

Information Technology Infrastructure Library (ITIL), ISO/IEC 20000

COBIT

ITIL / ISO 20000

PMBOK

CMMI

| Work Instructions | Process Execution | Process Control | Strategic |

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Performance Measurement – Challenges

Speech bubbles and diagram:
- 1. Can you show me how good we are at managing IT issues?
- 2a. Sure! will this scorecard do?
- 2b. We don't know if it's possible but that's not our problem, we need the sale
- 3. How on earth are we going to deliver this…
- 4. We don't have the processes or data in place..

Flow: Senior/executive Management → Consulting "Middlemen" → IT management → IT service transition team

- IT performance measurement is dominated by theoretical metric 'wish lists' that are applied without truly understanding their meaning or impact
- Management needs information to take decisions, but data is often meaningless and the quality cannot be trusted
- Performance measurement initiatives are often based on home grown spreadsheets and do not leverage business intelligence platforms
- Scorecard initiatives fail because the underlying data to support the scorecards does not exist
- Performance measurement typically surfaces too late in a process implementation and minimizes the chance of success

Meeting These Challenges . . . . . .

Organizations require information about the health of their IT organization and need to understand how IT can effectively support the business strategy.

Metricus provides an IT performance measurement framework that allows organizations to understand and maximize the value from their IT organization:

➢ Metricus provides an **'on demand' business intelligence** platform that supports comprehensive IT performance measurement

➢ Metricus represents a **toolbox** with scorecards, metrics, practices and expert knowledge that supports the entire IT performance measurement lifecycle

➢ Metricus presents a **framework for performance measurement** that supports effective decision making at the strategic, tactical and operational levels of IT

Metricus

Business Intelligence

Best practice Metrics / measures

Data management

Unique Approach to IT Performance Measurement

Metricus provides the most comprehensive 'on-demand' IT performance measurement solution.
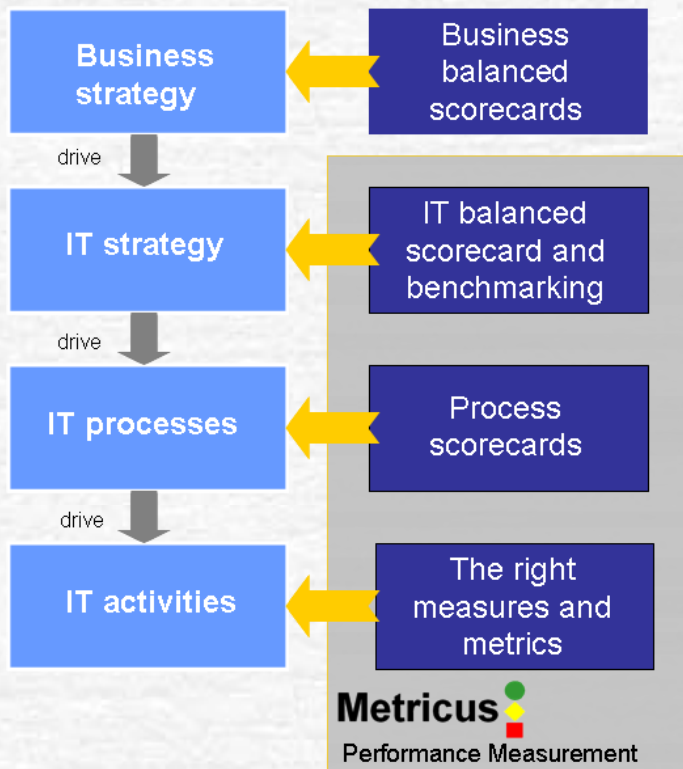
On-demand IT Performance Measurement

– A centralized 'one stop shop' for comprehensive IT performance measurement

– Streamlined process for collecting and intelligently presenting IT performance metrics

– A Business Intelligence SaaS service available 'on-demand' for IT organizations/ departments of virtually any size or geographic location.

Based on Expert Knowledge

– A ready-to-use set of proven and pragmatic metrics aligned with IT best practices such as ITIL and COBIT

– Toolkits to improve the quality and reduce the cost of data collection

– Predefined and customizable scorecards to provide a quick insight into the health of the IT organization

Provides Business and IT Governance Benefits

– Facilitates IT decision making and increases IT alignment to business strategies

– Enables accountability and transparency between the business and IT

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# IT Service Management and Performance Metrics

Functionality for IT Service Metrics Management

Managing IT Service Metrics

- ✓ Facilitate ownership and accountability for IT Service performance by assigning owners to defined IT Service metrics

- ✓ Assign up to 5 static or dynamic targets, goals or benchmarks per metric.

- ✓ Create and view strategy maps and impact diagrams to understand the cause and effect relationship between metrics and scorecards

- ✓ Set alerts and notifications to ensure awareness of IT Service metric status changes

- ✓ Manage corrective actions and initiatives through creation of actions and projects specific to IT Service metrics.

- ✓ Create custom scorecards and metric watch lists for selected users groups

- ✓ Embed business intelligence capabilities into scorecards for added context and analysis.

- ✓ Use a metrics network and centralized data store to ensure reliable and consistent delivery of information related to IT Service metrics.

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Metricus in the IT Performance Measurement Lifecycle

Metricus services support the full IT performance measurement lifecycle.
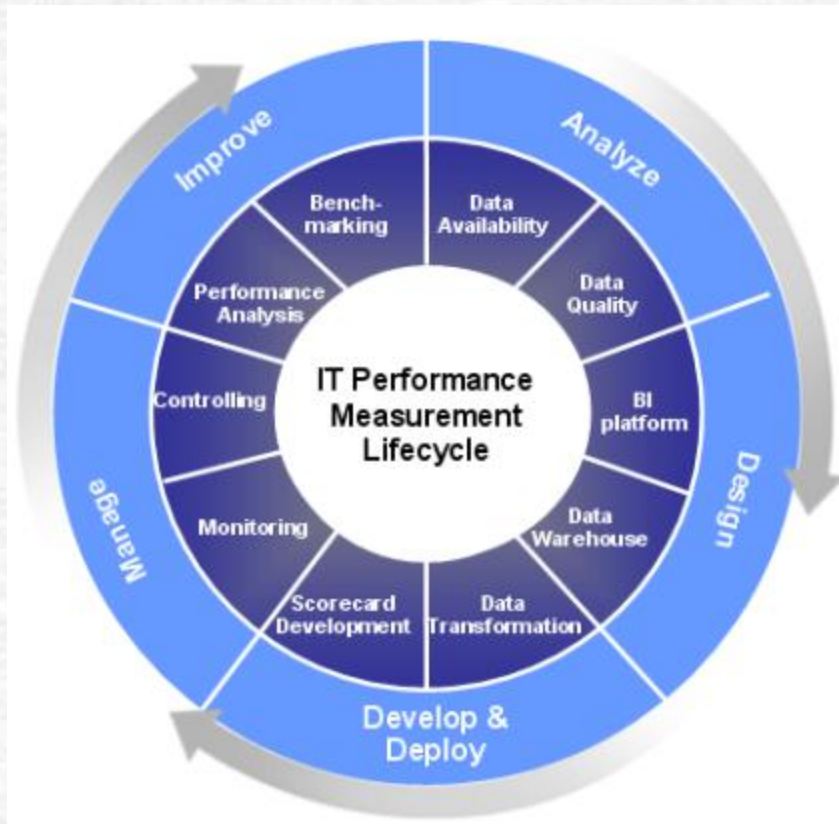
Analyze
– Selection of IT performance metrics
– Metrics definition
– Analyze availability and quality of data

Design
– Business Intelligence technical architecture
– Data mart structures

Develop and Deploy
– Data integration procedures
– Metrics, scorecards and supporting reports
– Testing and documentation
– Organizational implementation

Manage
– Backup and restoration
– Security management
– Auditing

Improve
– Performance analysis
– Benchmarking

Metricus Performance Measurement Solutions

A complete set of services built around expert knowledge and a secure, hosted Business Intelligence SaaS solution.
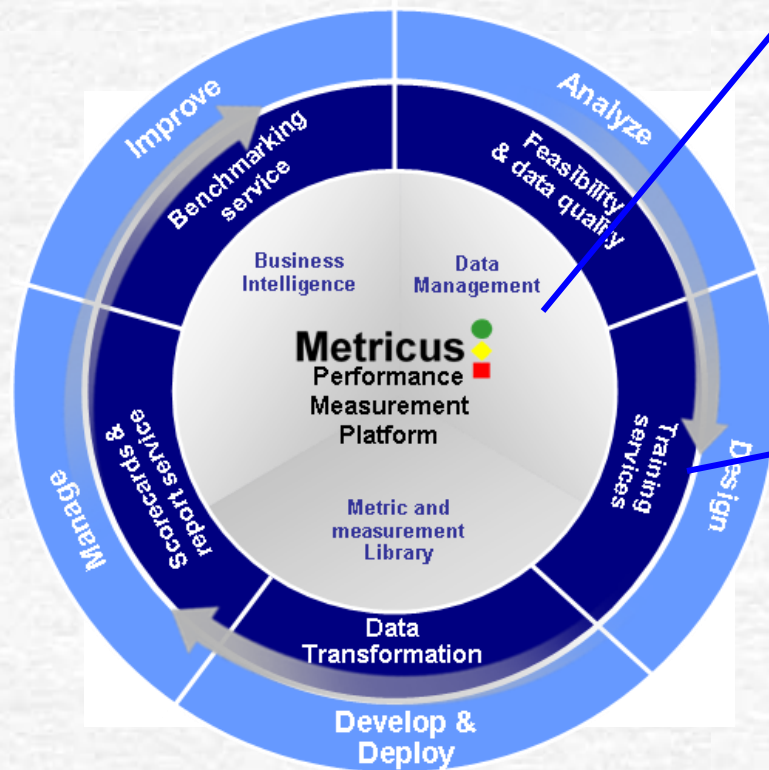
IT performance measurement platform
IT Performance:
–*Business Intelligence Framework*
–*Metrics and measurement library*
–*Metricus data management*
–*Expert Knowledge and tools*
–*Secure hosted infrastructure*
–*Support services*

Consulting Services
IT Performance:
– *Metric scorecards and report services*
– *Feasibility analysis and data quality*
– *Data Transformation*
– *Benchmarking services*

Training Services
– *Enablement Workshop*
– *Specialist End User and Technical Support*

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Back to Our Example

1. Can you show me how good we are at managing IT issues?
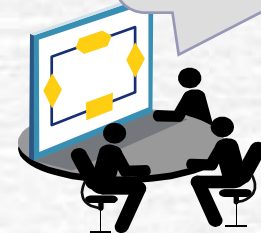
2a. Sure; have a look at this dashboard

2b. I can drill down into the details if you want

3. We based this on a predefined TOP 10 ITIL scorecard

4. Considering the available data and effort to insight ratio for collecting data

| Senior/executive Management | → | Consulting "Middlemen" | → | IT management | → | IT service transition team |

Metricus provides dashboards for IT decision making
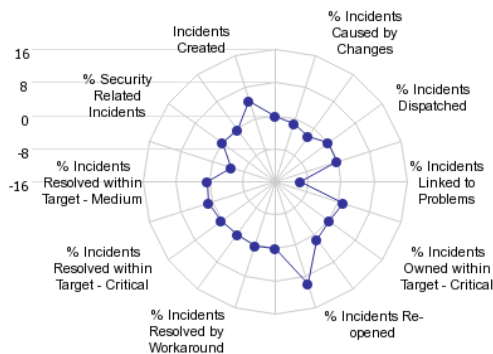
Industry experts predefined top scorecards

Based on a comprehensive library of measures and metrics

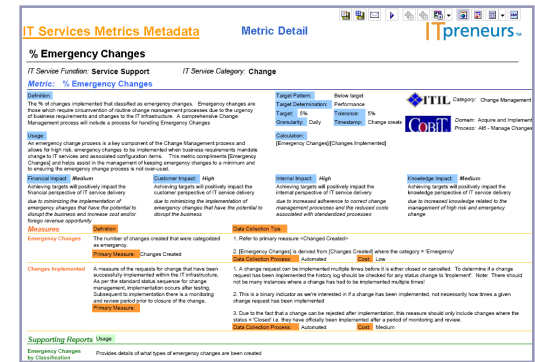### Incident management dashboard
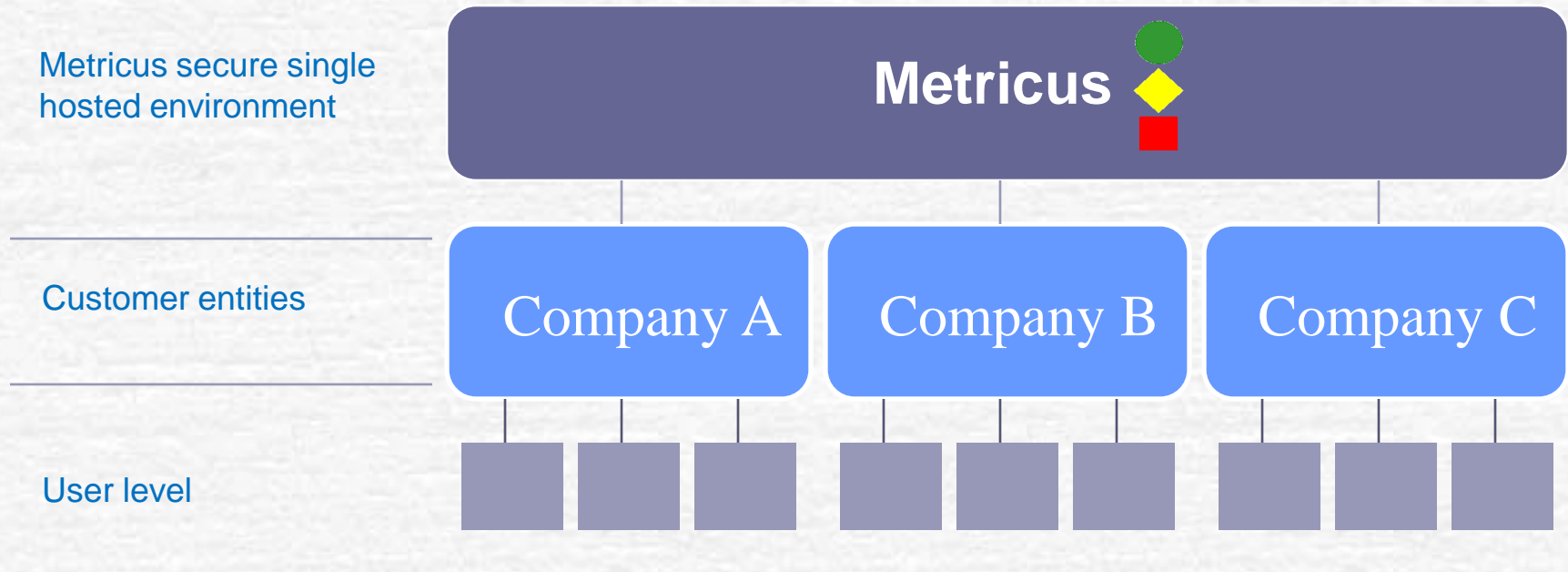

Incident management dashboard

1. % Incidents Misrouted
2. % Incidents Linked to Problems
3. % Incidents Re-opened
4. % Incidents Resolved within Target
5. % Incidents with Incorrect Data
6. % Incidents Caused by Changes
7. Average Incident Create to Resolve Duration
8. Incidents Created
9. Incidents Open
10. % Incidents Requiring Onsite Support
11. % Incidents Resolved - 1st Level
12. Average Cost per Incident

Metrics and measures library

Metricus Architecture

Metricus secure single hosted environment

Metricus

Customer entities

Company A | Company B | Company C

**User level**

- ➢ Metricus provides a **multi-tenant infrastructure** that is available 'on demand' for organizations of all sizes across the world.
- ➢ New features and functionalities can be **rapidly added** to Metricus without having to wait for new installations and long release cycles.
- ➢ Metricus ensures that customer **data is protected** with physical security, data encryption, user authentication and application security.
- ➢ Metricus provides a **scalable architecture** that can grow with the number of users and ensures **high availability** of the platform.
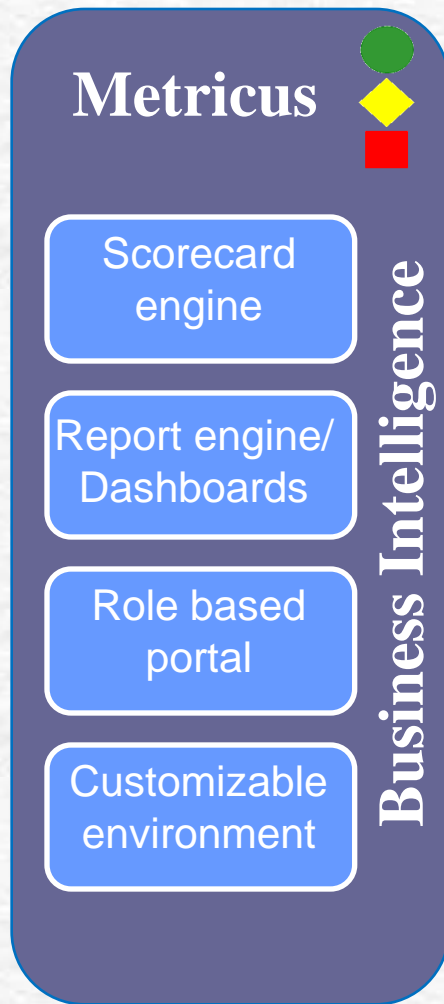
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Metricus Architecture – Detailed View
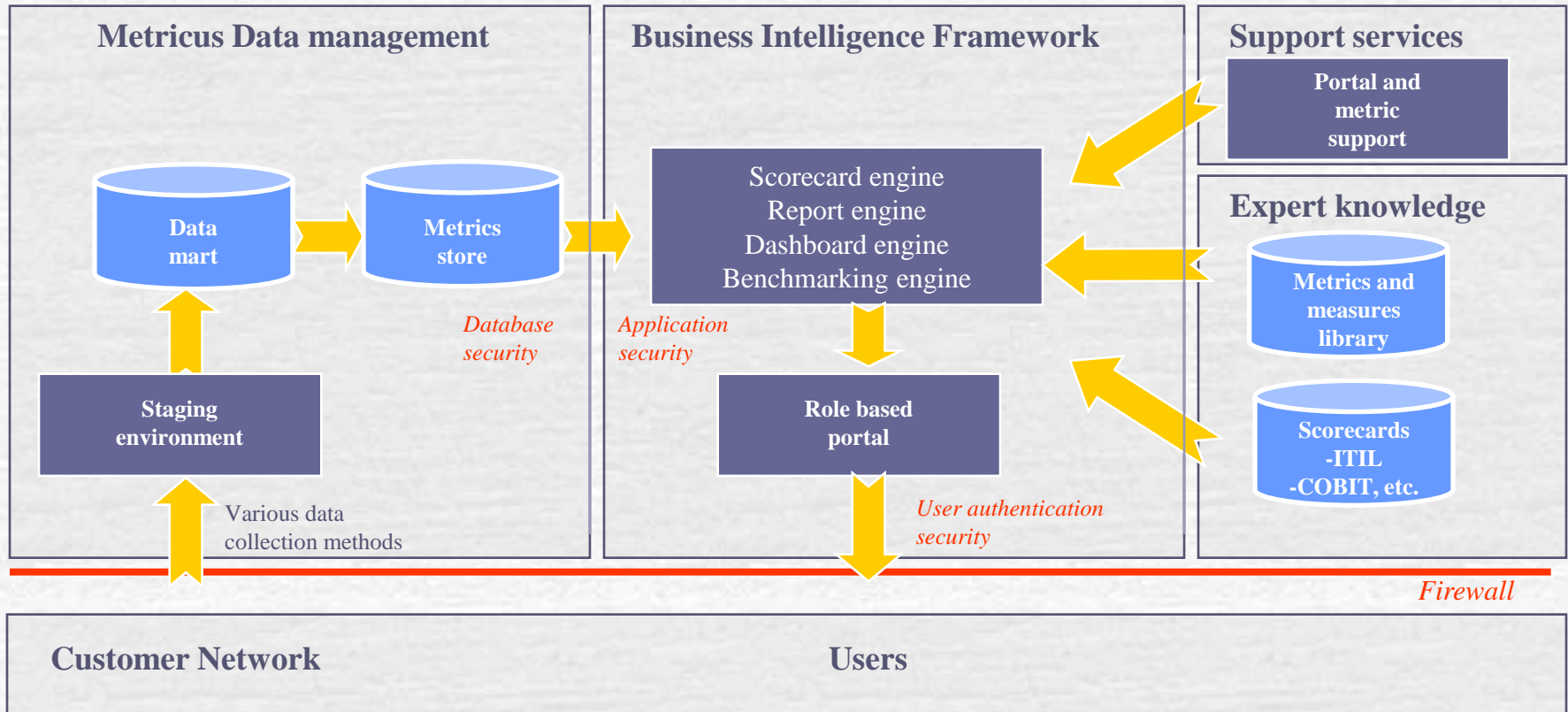
Metricus provides a secure and scalable hosted performance measurement environment.

IT Performance Business Intelligence Framework

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- Scorecard engine
- Report engine/ Dashboards
- Role based portal
- Customizable environment

Business Intelligence Framework

➢ A powerful scorecard engine that taps into predefined IT best practice scorecards or allows for the creation of organization specific IT performance scorecards.

➢ A report engine and IT health dashboard that provides the insight required for decision making at the strategic, tactical and operational level.

➢ A role based portal with different views for different users secured by industry standard security standards.

➢ Customizable front end allowing for the creation of different views and an organization specific look and feel.

IT Performance Metrics and Measures Library

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IT Performance Metrics Library

- 360+ IT performance metrics
- 450+ IT performance measures
- 250+ report templates
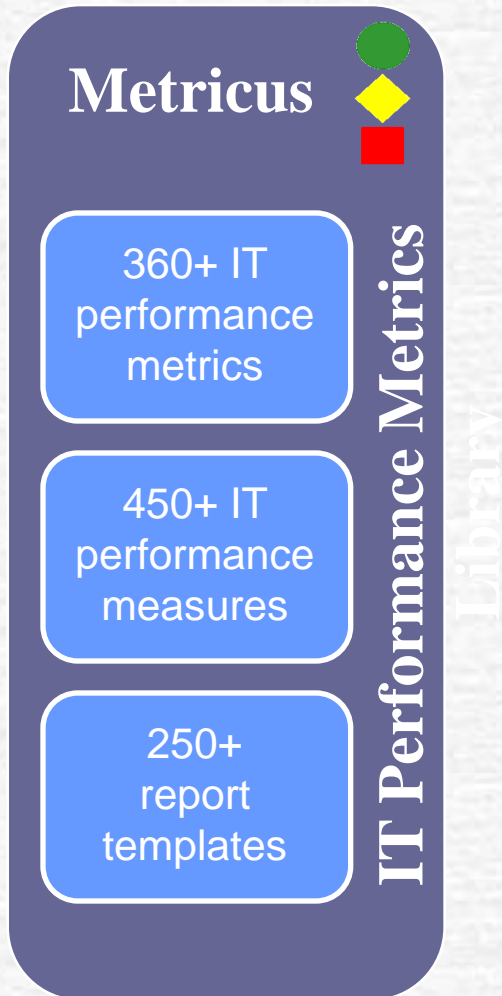
➢ The IT Performance Metrics Library is a structured database containing the definition of over 360 IT Performance Metrics, 440 supporting measures and 250 report templates.

➢ Represents a 'super-set' of IT Performance Metrics providing the foundation for selecting metrics appropriate for a customer.

➢ Globally accepted ITSM best practice frameworks are covered including ITIL and COBIT.

➢ Structured: Metric attributes include impact, usage, related measures, calculation techniques, targets, relationship to IT Service frameworks, analysis granularity, units of measure and data collection tips.

➢ Pragmatic and Practical: All measures, metrics and reports have been defined based on actual usage within successful implementations of IT Performance Measurement.

IT Performance Data Management

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IT Performance data structures

IT performance data integration

IT service data transformation

IT Performance
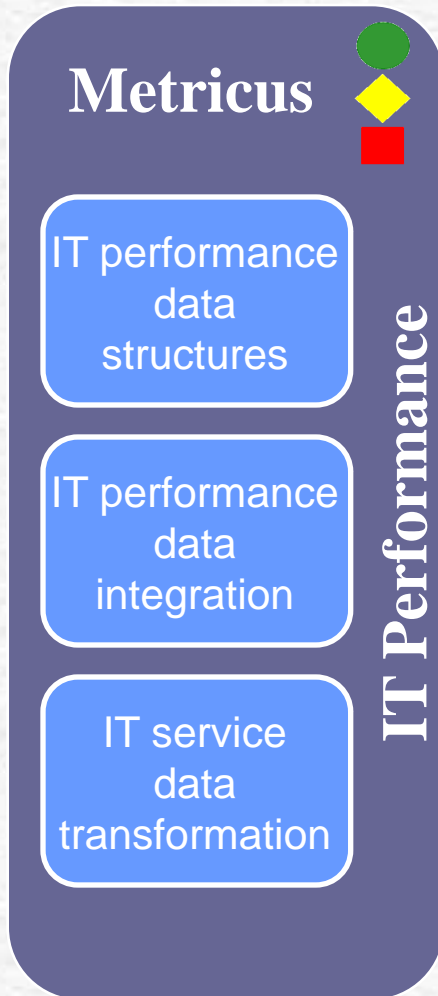
Data Mart

➢ IT Performance Data Management provides the data integration layer for Metricus.

➢ Various techniques and mechanisms are provided to identify and extract information from the IT organization into Metricus. Both manual as well as automated solutions are possible.

➢ Relational data structures designed specifically for the collection of data related to IT Performance Metrics.

➢ Supports modern data sources, such as XML, JDBC, LDAP and OLE-DB.

➢ Supports satellite sources, including Excel, Access, flat files, and more. Also supports manual data entry.

➢ No practical limits on historical retention of data.

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Metricus Consulting Services
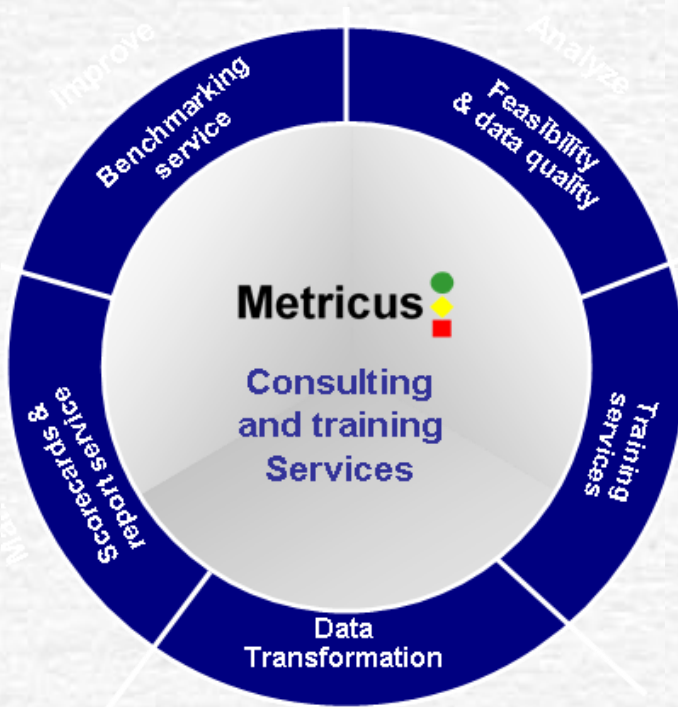
Metricus is supported by a range of consulting services that help organizations in understanding and adopting Metricus.

Metricus – Feasibility Analysis

Services to assist with the definition of IT Service Metrics for customers, the feasibility of selected metrics, and cost/benefit analysis.

Metricus – Data Quality Assessment

Designed to analyze the availability and quality of data required to provide Metricus IT Service Metrics, Scorecards and Reports. Project deliverables include definition of data sources required for Metricus and remediation strategies for data quality issues identified.

Metricus – Data Transformation Services

Services to assist with the collection and transformation of data required to populate Metricus IT Service Metrics and Scorecards.

Metricus – Customized Scorecards & Reports

Development services for customization of Metricus environment including new metrics, diagrams, reports and scorecards.

Metricus Training Services
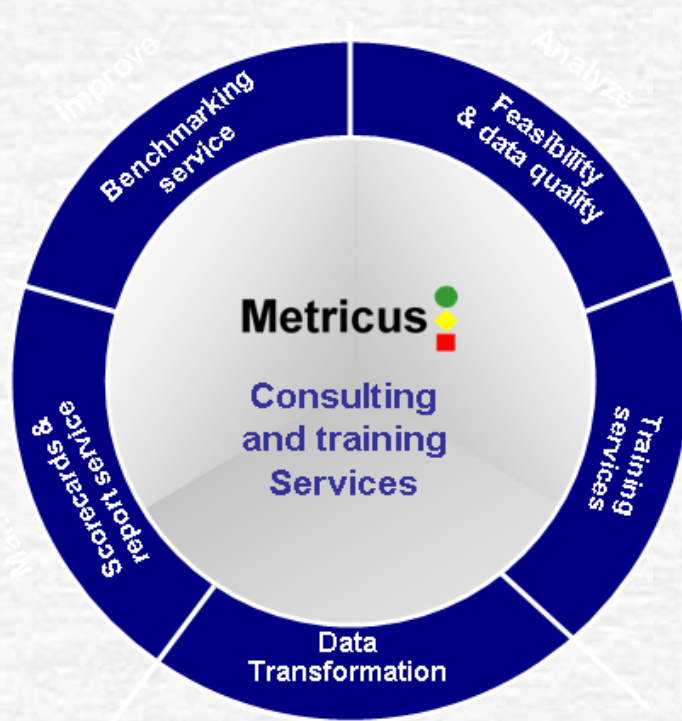
Metricus training services help key employees comprehend and deliver high quality IT performance metrics.

Introduction to Metricus

A comprehensive ½ day introduction to the services that define Metricus. Includes a demonstration of functionality, a presentation of the Metricus value proposition and a practical overview of implementing Metricus for a customer.

Metricus Enablement Workshop

A 3-days workshop to train consultants on how to successfully implement customer IT Service Metrics and Scorecards within Metricus. Detailed information is provided on customer implementation methodology, data quality and transformation issues, and the definition and presentation of IT Service Metrics and Scorecards.

IT Service Metrics and Benchmarking

A 1-day workshop to explore the processes and techniques needed within an IT Service environment to ensure effective and accurate benchmarking of IT Service related metrics.

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