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The Metricus IT Performance Measurement Lifecycle

Metricus provides a comprehensive IT performance measurement framework that allows organizations to understand and maximize the value from their IT organization.

	GETTING ORGANIZED	ANALYZE	DESIGN	DEVELOP & DEPLOY	MANAGE	IMPROVE
	Key activities	**Key activities**	**Key activities**	**Key activities**	**Key activities**	**Key activities**
PEOPLE	**Define team and stakeholders** - Management Buy-in	**Assign team roles** -Roles and responsibilities	**Plan organizational implementation** - Awareness training - key information sessions	**Execute organizational implementation** - Customer procedures - User responsibilities - Training and handover	**Manage** - Performance measurement process - Operational, tactical and strategic stakeholders - User access rights	**Process ownership** - Improvement plans - Revise targets
PROCESS	**Align performance measurement approach with business need** **Set expectations and objectives for implementation project**	**Align peformance measurement objectives with IT goals** **Select practical and useful performance metrics aligned with IT goals** **Data Quality Assessment** - Analyze availability of data - Validate the quality data.	**Design scorecards and reports from requirements** **Design data collection processes and linkages:** - Manual data entry and user procedures - Automated data collection and input - Metricus configuration	**Metrics, Scorecards and Report Development** - Configure business intelligence / reporting platform **Implement data collection processes and linkages:** - Data modelling - Database configuration - Transform data	**Scorecard and reporting production and distribution** **Feedback analysis** - Positive lessons learnt - Areas requiring urgent action - Metrics needing revision	**Benchmark performance** -Internal -External **Understand performance strengths & weaknesses and root causes** **Develop improvement plans** - Performance improvement actions - Performance measurement enhancements
TECHNOLOGY	**Understand infrastructure and platforms holding useful monitoring data**	**Identify data collection tools**	**Define data sources :** - Manual data collection - Automated data collection	**Setup Metricus platform** - Assign user profiles - Support structure **Data Transformation** - Collecting data from IT operational systems - Collect manual data - Import in Business Intelligence or Reporting tool **Testing** - Test data connections and manual Metric definition - Test Scorecards and Reports - Document results	**Manage Metricus Platform** -Backup & restoration -Security management -User management **Data sources** - Management of data collection	**Define data sources :** - Manual data collection - Automated data collection
	Metricus components	**Metricus components**	**Metricus components**	**Metricus components**	**Metricus components**	**Metricus components**
	IT Performance Business Intelligence Framework	Metrics and Measures Library	Metrics and Measures Library Metricus Predefined Scorecards and Reports Metricus Business Intelligence capabilities	Metricus Data Management	Metricus Customer Management Services	Determining Actions within Metricus Business Intelligence
	Metricus Services	**Metricus Services**	**Metricus Services**	**Metricus Services**	**Metricus Services**	**Metricus Services**
	Metricus Feasibility Analysis	Metricus Data Quality Analysis Introduction to Metricus Training	Metricus Customized Scorecards and Report Services Metricus Data Transformation Services IT Performance Measurement and Benchmarking Workshop	Metricus Customized Scorecards and Report Services Workshop Metricus Data Transformation Services Metricus User Training	Metricus Secure Hosting services Metricus Support services	Metricus Benchmarking Service

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Metricus

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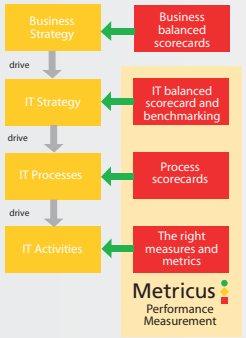
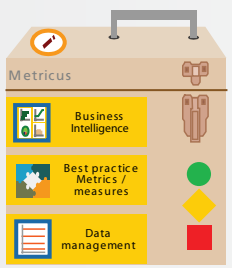
Metricus scope



A comprehensive toolkit for Performance Measurement



Performance Measurement Platform

- Metricus provides an **on demand IT performance measurement framework** that allows organizations to understand and maximize the value from their IT organization
- A centralized **'one stop shop'** for comprehensive IT performance measurement
- Metricus represents a toolbox with scorecards, metrics, practices and expert knowledge that supports the entire IT performance measurement lifecycle.

IT Measurement Toolkit

Metricus provides an IT measurement Toolkit containing expert knowledge that supports the entire IT performance measurement lifecycle

A ready-to-use set of IT goals and 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

A series of industry practice scorecards are embedded within Metricus to provide a quick insight into the health of the IT organization. This allows users to benefit from predefined ITIL, CobiT, ISO/IEC 20000 and other scorecards

On-Demand Measurement

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

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

Streamlined process for collecting and intelligently presenting IT performance metrics

Software as a Service: Metricus provides an out of the box IT performance measurment framework. You do not need any sofware, infrastructure, support staff

Business and IT Governance Benefits

Increases transparency and facilitates IT decision making and increases IT alignment to business strategies

Enables accountability and transparency between the business and IT

METRICUS IT PERFORMANCE MEASUREMENT FRAMEWORK

Metrics and Best practices

ITIL (Information Technology Infrastructure Library) is a set of best practices standards for Information Technology (IT) Service Management (ITSM).

Control Objectives for Information and related Technology (CobiT) is an IT governance framework created by ISACA and the IT Governance Institute (ITGI).

The Metricus approach to performance measurement builds on the latest guidance from CobiT 4.1 and ITIL 3. 0 Both of these well-accepted IT best practice frameworks address performance measurement – in CobiT via the goals and metrics models and business to IT goals cascade, and in ITIL as part of the Continual Service Improvement (CSI) approach.

Metricus aligns with expert theory but takes this best practice guidance further by providing practical and useable performance metrics within an easy to use business intelligence platform.

Metricus relates metrics to goals, showing the relationship between the cause and effect of performance – the link between metrics (performance drivers) and goals (performance outcomes).

Metricus uses goals to help with scoping and to help focus performance measurement on strategically and operationally important objectives.

Challenges faced in IT performance measurement

100.000 feet consulting: IT performance measurement is dominated by theoretical metric 'wish lists' that are applied without truly understanding their meaning or impact

Garbage in = Garbarge out: Management needs information to take decisions, but data is often meaningless and the quality cannot be trusted

Auditability of the spreadsheet: Performance measurement initiatives are often based on home grown spreadsheets and do not leverage business intelligence platforms

If the data is not there, do you need the Metric? Scorecard initiatives fail because the underlying data to support the scorecards does not exist

Metrics and Process Implementation: Performance measurement typically surfaces too late in a process implementation and minimizes the chance of success

1+1 = 3 Existing ITSM product suites provide good real time dashboards but often do not provide a holistic approach to IT performance measurement

Overcoming pitfalls

KISS: Adhere to basic, simple principles when prepraring the requirements for Metrics and Scorecards. Constantly ask yourself what do you really need

Data quality is the #1 issue in the provision of IT Service Metrics and Scorecards

Apply Business Intelligence tools: Regardless of what organizations may claim, most reporting models within organizations are immature. This creates a real opportunity for quick wins with quality business intelligence software

More is less. If you do not have the underlying data, do you really need the metric?

Business goals leads into performance measurement: performance measurement should support business strategy. Align the IT strategy, goals and processes with the business strategy and that should drive metrics at the beginning of the process and not at the end

Data integration is complex. Take small steps based on pragmatism and let the requirements and users drive the technology

Performance Measurement platform components

Business Intelligence Framework: Business Intelligence functionalities designed specifically for IT performance measurement

Metrics and measurement library: The most comprehensive library of Metrics and Measures that are aligned with IT best practices like CobiT, ITIL v2, ITIL v3.0 and other standards

Metricus Data Management: A collection of data structures that enables the population of data required for Metricus. Data Management allows for the connection to all major ITSM product suites

Expert Knowledge and tools: Predefined scorecards and reports, that are industry accepted and ready to use. Metric impact diagrams, collection and usage tips and tricks for Metrics

Secure hosted infrastructure: A complete and secured environment that caters to security policies and measures at various levels

Support services: 24*7: around the clock technical support as well as on demand Subject Matter Expert knowledge and guidance on using Metricus

Metricus Services

Feasibility Analysis: Service that helps in understanding the capabilities of IT and defining a business case for effective IT Performance Measurement

Data Quality: Service that helps to understanding the availability of data, assess quality of data , and identify gaps in the data

Data Transformation: Service that is focused at collecting the required operational data from the IT operational systems as well as collecting manual data and transforming that into Metricus

Customized Scorecards and Reports: Service that helps in selecting predefined scorecards and reports and modifying these according to customer needs

Benchmarking: Service that is focused at understanding IT's performance against peers or comparing the value of different departments within the organization

Metricus Training Services

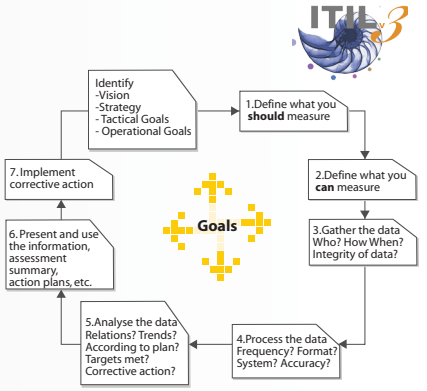
Metricus Enablement Workshop A comprehensive introduction to the services that define Metricus. Includes a demonstration of functionality, a presentation of the Metricus value proposition and a practical overview of implementing Metricus

Specialist End User and Technical Support A workshop designed to guide Metricus users in understanding how to user Metricus and how to provide effective IT performance Measurement

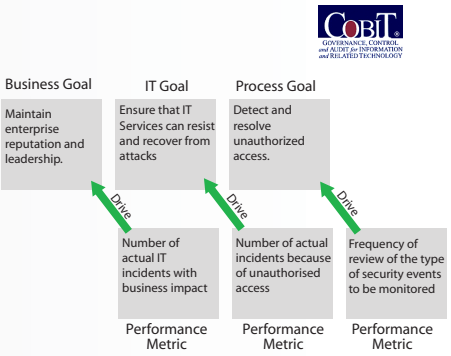
Online learning modules and specialized learning paths Online learning modules targeted at specific functionalities within Metricus. This includes modules oriented at selecting and configuring scorecards, creating reports, etc.

IT Performance Metrics and Benchmarking A workshop to explore the processes and techniques needed within an IT Service environment to ensure effective and accurate benchmarking of IT Service related metrics

IT PERFORMANCE MEASUREMENT IN ITIL



IT PERFORMANCE MEASUREMENT IN CobiT



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