



# What Are The Most Meaningful ITSM Metrics – And How Can They Be Used?

Gary Case  
Principal Consultant, Pink Elephant  
[g.case@pinkelephant.com](mailto:g.case@pinkelephant.com)



**Graham Price**  
Principal Consultant  
Pink Elephant



**Anthony Krasinski**  
Section Manager, IT Service Management  
Erie Insurance



**Lonnie Shane**  
Vice President, IT  
Honeywell IT Services

# How To Measure & Show The Value?

Without good data we don't know that our plans and actions are delivering any value. IT has tons of data – the challenge is which data do we focus on, and what do we do with it?

- Is this a familiar scenario to you? Or have you figured it all out?
- Are there some measurement points you've found to be particularly useful?
- Where are the gaps? Key indicators that you just know if you can capture and present correctly, you'll have justification for improvements, or demonstrations of value
- Once you've identified good data, do you know how best to present it so it triggers action?

# Comments From The Discussion Board

- CSFs and KPIs should change over time to ensure continued alignment with business needs
- How often do organizations look at their measurement framework and make decisions on driving improvement through it?
- Too many metrics are internally focused, produced without anyone owning them
- What metric will demonstrate support of Service definition?: Value, Outcomes, Costs, Risks
- Too many reactive metrics; need more focus on pro-active, value add of IT metrics

# Comments From The Discussion Board

---

- Everyone has some type of metrics
- Metrics are typically internally focused
- Typically no owner of the metrics
- Organizations have a tendency to focus on Process Metrics and/or Technology Metrics but don't do much on Service Metrics
- Don't only focus on the common Process, Technology and Service Metrics

# Measuring & Reporting



Reporting Like This  
Doesn't Work

# ITSM Metric Activities



Agree on  
what to  
measure



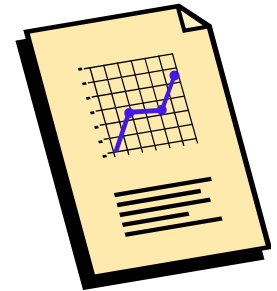
Monitor the  
results



Measure



Identify  
trends



Reporting

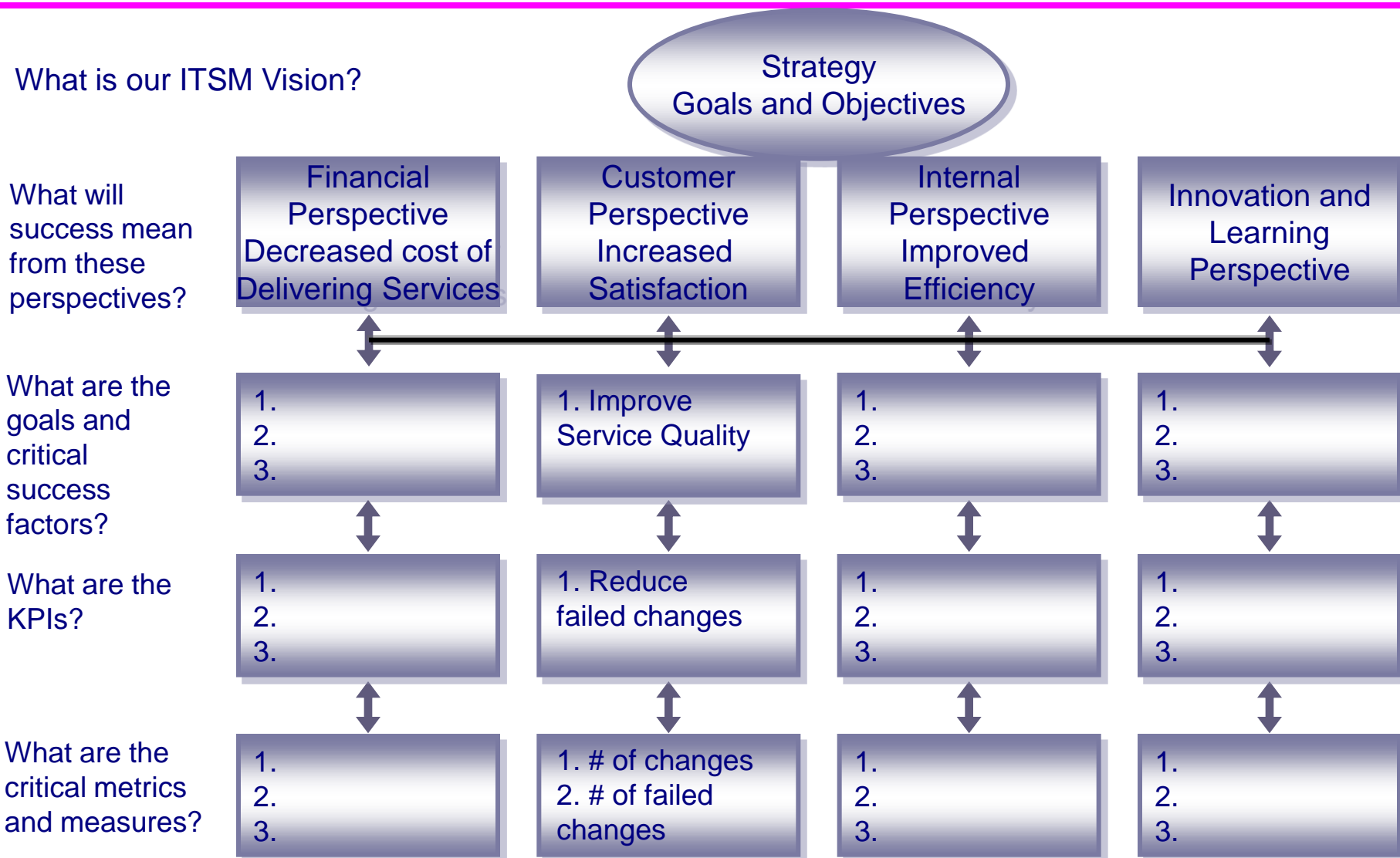


Decision  
Making



Show the  
value

# Creating A Link Between Metrics



© Crown Copyright 2011. Reproduced under license from the Cabinet Office Figure 5.10 Continual Service Improvement 5.5.6.1



# Questions

- Why do organizations struggle so much creating appropriate metrics?
- Is there such a thing as having too many metrics?
  - If so, then what is the correct number of metrics?
- Who should define the metrics to be monitored, measured and reported on?
- How often should we review and modify our ITSM metrics?

As Leaders, What Do We Need To  
Do To Ensure The Correct ITSM Metrics  
Are Being Captured & Reported On?



# Key Messages

---



# Thank You!



## Session Evaluation

Please take a few minutes to fill out an evaluation on this session. We greatly appreciate your feedback!

**<http://pinkforum12-6a.questionpro.com>**

