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

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Introductions

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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
Reporting Like This Doesn’t Work
ITSM Metric Activities

Agree on what to measure

Monitor the results

Measure

Identify trends

Show the value

Decision Making

Reporting

What Are The Most Meaningful ITSM Metrics – And How Can They Be Used?
Creating A Link Between Metrics

What is our ITSM Vision?

What will success mean from these perspectives?

Financial Perspective
Decreased cost of Delivering Services

Customer Perspective
Increased Satisfaction

Internal Perspective
Improved Efficiency

Innovation and Learning Perspective

What are the goals and critical success factors?

1. Improve Service Quality
2. Reduce failed changes
3. # of changes

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2. # of failed changes

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1. Improve Service Quality
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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!

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