

IT Dashboard Review Concierge Service – Sample Member Deliverable

KPI alignment review

The background features a series of overlapping, wavy lines that create a sense of motion and depth. The colors transition from a deep blue on the left to a bright yellow on the right, with various shades of light blue and white in between. The lines are smooth and fluid, giving the overall design a modern and professional appearance.

IT Dashboard Review Concierge Service KPI Alignment Review

The IT Dashboard should be aligned with IT objectives and cover all areas of IT that should be managed



KPI alignment report - IT Roadmap Objectives

IT Objective	KPI exists	Alignment is clear	KPI Observations
Drive adoption of self-serve portal	No	No	No KPI exists on dashboard related to this objective
Allow all staff ability to work from home	Yes	No	KPI only covers hardware, no mention of software capabilities
Transition all staff to Office 365	No	No	No KPI exists on dashboard related to this objective
Operational excellence	Yes	No	Actions to be taken to achieve operational excellence is unclear

KPI alignment report - Operational Objectives

IT Capability	KPI exists	Alignment is clear	KPI Observations
Strategy and Governance			No KPI exists on dashboard related to this objective
Financial Management			Financial measures exist but are trailing indicators not tied to cost saving goals
People and Resources			No KPI exists on dashboard related to this objective
Service Planning and Architecture			No KPI exists on dashboard related to this objective
Infrastructure and Operations			Multiple operational KPIs exist but there is no mention of objectives or goals
Security and Risk			No KPI exists on dashboard related to this objective
Applications			No KPI exists on dashboard related to this objective
PPM & Projects			Only one project listed, and training indicator of project completion listed
Data and Business Intelligence			No KPI exists on dashboard related to this objective

Recommended measures to address operational gaps

Practice Area	Recommended KPI
Strategy and Governance	<ul style="list-style-type: none"> Percent of IT initiatives that meet or exceed value expectation defined in business case
Financial Management	<ul style="list-style-type: none"> Satisfaction with the business value delivered by IT
People and Resources	<ul style="list-style-type: none"> Employee Engagement Score
Service Planning and Architecture	<ul style="list-style-type: none"> Overall end customer satisfaction
Infrastructure and Operations	<ul style="list-style-type: none"> No additional measures required but show alignment to operational goals
Security and Risk	<ul style="list-style-type: none"> Number of firewall events unresolved
Applications	<ul style="list-style-type: none"> Cost per user for enterprise applications Satisfaction that solutions delivered are cost-effective
PPM & Projects	<ul style="list-style-type: none"> Satisfaction with the ability of IT to prepare stakeholders for changes
Data and Business Intelligence	<ul style="list-style-type: none"> Number of reports that are used for decision making

KPI Effectiveness Review

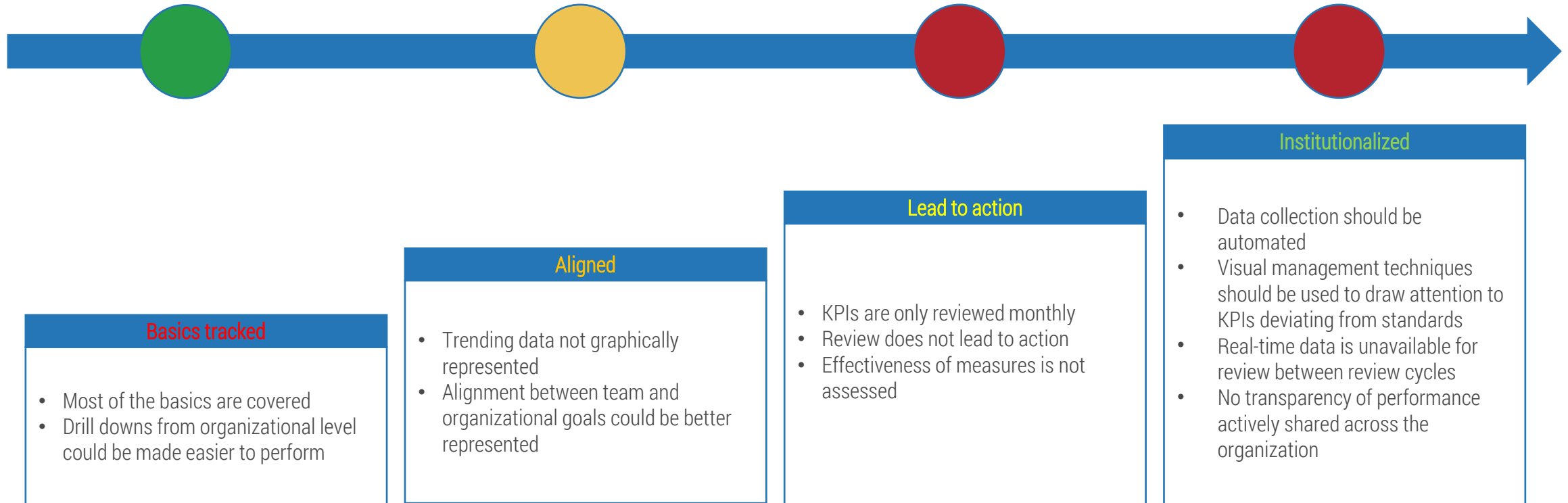
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Effectiveness assessment criteria

<ul style="list-style-type: none">✓ Metrics are tracked at operational team level✓ Metrics at operational level roll up to organizational level✓ Metrics are transparent at all levels of the organization❑ Drill downs are available at organizational level	Basics
<ul style="list-style-type: none">✓ Trending data is available for KPIs❑ KPIs are clearly aligned to team goals✓ Team goals are clearly aligned to organizational goals✓ Organizational goals are clearly linked to value creation✓ KPIs have an owner responsible for data collection, verification, and performance❑ Data is represented in an easy-to-understand graphical way (charts/indicators)✓ Target ranges are set for each KPI	Aligned
<ul style="list-style-type: none">❑ KPIs are reviewed on an appropriate review cycle (frequency = agility)❑ KPI reviews are clearly leading to remediation action❑ Remediation progress is clearly tracked❑ Effectiveness of measures and remediation are measured❑ Dashboard processes are clearly leading to improved performance	Lead to action
<ul style="list-style-type: none">❑ Data collection for <i>institutional KPIs</i> is automated❑ Visual management techniques exist to draw attention to KPIs deviating from standards❑ Real-time data is available for review between review cycles❑ Full transparency of performance of all teams is available and actively shared across the organization	Institutionalized

Effectiveness Recommendations

Assessment on effectiveness of dashboard



Recommended next steps

1. Ensure all IT roadmap objectives have a corresponding measure on the IT Dashboard
2. Ensure all IT operational objectives have a corresponding measure on the IT Dashboard
3. Ensure all items on the dashboard have alignment to goals clearly articulated
4. Address all items on the effectiveness recommendations starting from the basics up to the institutionalized items.

Related Info-Tech Research



Develop Meaningful Service Metrics to Ensure Business and User Satisfaction

- Reinforce service orientation in your IT organization by ensuring your IT metrics generate value-driven resource behavior.



Use Applications Metrics That Matter

- It all starts with quality and customer satisfaction.



Take Control of Infrastructure Metrics

- Master the metrics maze to help make decisions, manage costs, and plan for change.