

Metricus



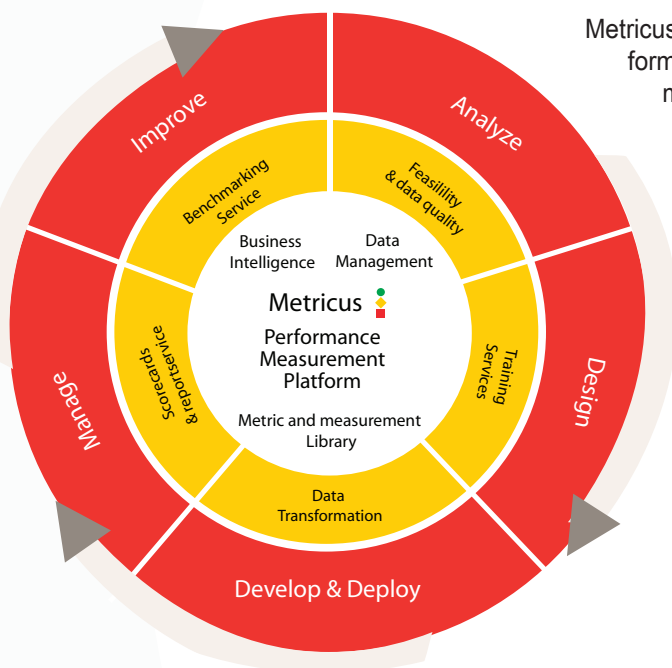
Metricus Product Brochure

Insert coin hereto predict future

The evolution of IT Management practices indicates that the way IT is being organized is professionalizing. Enterprises emphasize the need for aligning IT services with business practices and the proper governance over IT. This pursuit has led to the development and adoption of frameworks like COBIT, ITIL, ISO/IEC 20000 and others.

Whilst the adoption of processes successfully changed the way IT is operating, the measurement of IT's performance is still in its infancy and is preventing further acceleration.

Trying to improve the performance of IT without understanding the means to do so is like going out on an expedition without a map and a compass. Intuitively you make judgments and assumptions on your direction and possibly you can come a long way, but consider how much easier your journey could have been if you knew your location on the map and your route is laid out for you.



Metricus draws a map for you and presents a clear picture of the performance of your IT organization. You learn where you are on the map based on factual data and metrics selected specifically for you. Based on this reality you can drive improvement programs and enhance the implementation of best practices.

Metricus provides a common framework that helps organizations small and large in measuring the performance of IT.

Metricus is aligned with leading IT best practice frameworks including ITIL v2.0/3.0, COBIT 4.1 and ISO/IEC 20000 and thereby naturally extends current initiatives focused at maturing the way IT is organized.

Benefits

Business Intelligence platform

- Fully web based IT performance measurement framework; no additional software, hardware or support required;
- A comprehensive collection of scorecards, reports and dashboards to cover the entire spectrum of IT;
- Drill down into graphs and reports to determine your IT organizations' health;
- View departmental benchmarks and set targets to drive operational improvement;
- Rely on the latest security technologies and best practice methodologies that are deployed to protect your information assets;
- Drive IT performance top down and align metrics with business goals and IT processes based on a proven methodology presented in COBIT 4.1 and available through Metricus;
- Metricus supports the ITIL 7-step improvement process and facilitates the definition, selection, collection, presentation and analysis of Metrics to drive organizational improvement.

Metric and Measurement Library

- Benefit from a unique library of over 500 IT Performance Metrics, 600 supporting measures and 250 report templates;
- This represents a super-set of Metrics with attributes that include: impact, usage, related measures, calculation techniques, targets, relationships to best practices, analysis granularity, units of measure, data collection tips, etc.;
- Scorecards are provided for ITIL, COBIT, ISO/IEC 20000, supporting organizations to improve processes and practices.

IT performance data management

- Techniques and mechanisms help extract information from the IT environment;
- Relational data structures are designed specifically for the collection of data;
- Modern data sources are supported, such as XML, JDBC, LDAP and OLE-DB, as well as satellite sources including Excel, Access, flat files, and more;

A comprehensive approach to IT performance measurement

Metricus provides a comprehensive approach to IT performance measurement that allows organizations to manage tomorrow's IT performance today.

Metricus helps organizations in taking informed IT decisions based on practical, pragmatic and best practice IT performance metrics organized through an IT performance measurement framework.

Building on experience and best practice implementations Metricus is enriched with expert knowledge such as predefined scorecards, reports, benchmarking information and collections of 'top 10' scorecards for ITIL, COBIT, ISO/IEC20000, and more.

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

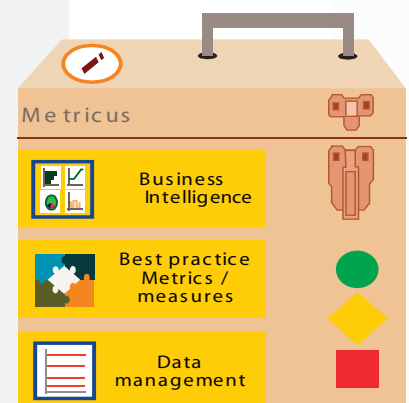
- A centralized 'one stop shop' for comprehensive IT performance measurement;
- Streamlined process for collecting and intelligently presenting IT performance metrics;
- A Business Intelligence SaaS service available 'on-demand' for IT organizations/ departments of virtually any size or geographic location.

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

- 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 provide a quick insight into the health of an organization.

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

- Facilitates IT alignment to business strategies;
- Enables accountability and transparency between the business and IT.



“Metricus supports comprehensive IT performance measurement that allows organizations to manage tomorrow's IT performance today. Metricus helps organizations in taking informed IT decisions based on practical, pragmatic and best practice IT metrics.”

Metricus Services

Metricus is supported by consulting services that help organizations in understanding and adopting Metricus.

Feasibility Analysis

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

Data Quality Assessment

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

Data Transformation

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

Customized Scorecards and Reports

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

Metricus Training Services

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

Introduction to Metricus

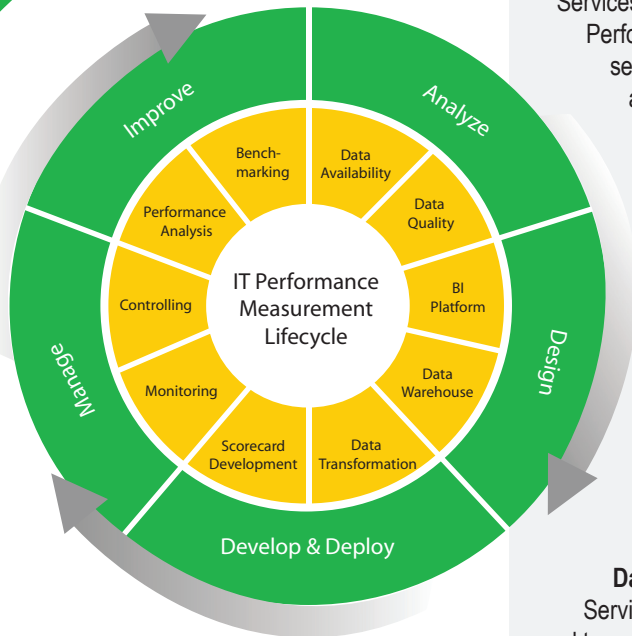
A comprehensive ½-day introduction to the services that define Metricus. Includes a demonstration of functionality, a presentation of the Metricus value proposition and a practical overview of implementing Metricus for a customer.

Metricus Enablement Workshop

A 3-day workshop to train consultants 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.

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.



IT Performance Lifecycle

The IT Performance Lifecycle covers all activities required for successful performance measurement. The lifecycle is aligned with COBIT's Outcome Measure and Performance Indicator framework and ITIL's 7-step Improvement Process

		Nov 07			Dec 07		
		Actual	Target	Trend	Actual	Target	Trend
Scorecards present information in a structured manner and give a clear insight into the health of IT.	Customer						
	Customer Support						
	% Calls Abandoned	3.53%	3.00%	→	3.31%	3.00%	→
	% SRs Resolved on Initial Contact	62.79%	85.00%	↘	59.35%	85.00%	→
	% SRs Resolved within Target	84.42%	85.00%	→	84.29%	85.00%	→
	% KM Resolution	81.93%	90.00%	→	79.67%	90.00%	→
	Customer Delivery						
	% Incidents Resolved within Target	83.54%	85.00%	↗	90.54%	85.00%	↗
	% IT Services Met SLA	90.00%	95.00%	↗	92.11%	95.00%	↗
	ECommerce - % Availability	99.99%		→	99.73%		↓
IT Balanced Scorecard Customer section							

% Changes Failed

Function	Category	Definition	Usage
Service Support	Change	The % of changes that failed during the implementation phase of Change Management.	A key IT services metric due to the potential impact on the availability of services to the business. This figure should be very low as the Change Management process should recognize risk in RFCs and not approve those that cannot be implemented as planned.

Performance Pattern	Target Determination	Target	Tolerance	Analysis Granularity	Analysis Timestamp	Calculation
Below target	Performance	5%	2%	Daily	Change create	(Changes Failed)/(Changes Implemented)

IT Service Frameworks

ITIL Category	COBIT Domain	COBIT Process
Change Management	Assure and Implement	AIS - Manage Changes

Impact Statements

Financial	Customer	Internal	Knowledge
Medium	High	Very High	Medium
by eliminating costs associated with the impact that disruption to IT services has on the business	due to minimizing disruption of IT services to the business	due to insight gained into processes and procedures that are causing changes to fail	due to knowledge acquired as to why changes fail. The results can be re-engineered back into the overall change management process

Support Measures

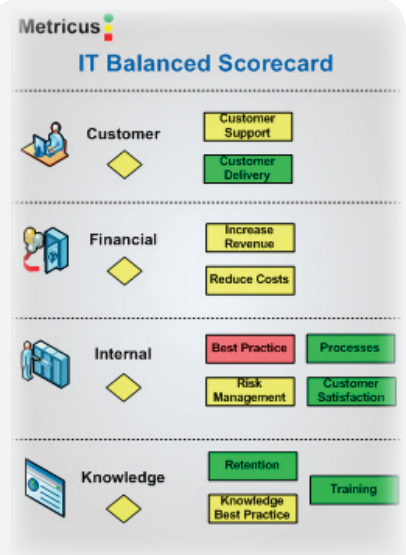
Measure	Definition	Data Collection Tips	Extraction	Cost
Changes Failed	This is a measure of the requests for change that have been approved and subsequently fail upon attempting to implement.	<ol style="list-style-type: none"> 1. Change failures can be detected by reviewing the change history log and looking for any sequence where there was a status change to 'Test/Implement', 'Review' or 'Monitor' and the subsequent status change was to a pre-implementation status (e.g. 'Plan', 'Approve', 'Schedule', etc) 2. Normally this is a binary indicator highlighting if a given change has failed at least once. If there are a high number of failures it may be necessary to record the number of times that a given change failed, although if this is indeed occurring there will be many other metrics indicating issues at the same time (i.e. availability and customer satisfaction metrics) 3. All changes are a candidate in this measure (i.e. if a change has been cancelled we're still interested in knowing if it was failed at any stage). 	Automated	Medium
Changes Implemented	A measure of the requests for change that have been successfully implemented within the IT infrastructure. As per the standard status sequence for change management, implementation occurs after testing. Subsequent to implementation there is a monitoring and review period prior to closure of the change.	<ol style="list-style-type: none"> 1. A change request can be implemented multiple times before it is either closed or cancelled. To determine if a change request has been implemented the history log should be checked for any status change to 'Implement'. Note: There should not be many instances where a change has had to be implemented multiple times. 2. This is a binary indicator as we're interested in if a change has been implemented, not necessarily how times a given change request has been implemented. 3. Due to the fact that a change can be rejected after implementation, this measure should only include changes where the status = 'Closed' (i.e. they have officially been implemented after a period of monitoring and review). 	Automated	Medium

The Metric and Measurement Library is a unique repository of metrics aligned with all major best practice frameworks.

Every Metric is supported by a report card that provides the Metric definition, calculation method, relationship with best practice frameworks, impact statements, effort to insight ratio, and supporting measures.

Strategy Maps

Present the status of IT in a holistic manner to the organizations leadership and CIOs. Strategy Maps facilitate informed strategic IT decision making.



Metricus Strategy Map

Who benefits from Metricus

Enterprises adopting IT best practices to drive the performance of IT benefit from a structured IT Performance Measurement Framework that supports process thinking.



Metricus provides a structured approach to IT Performance Measurement that is aligned with all best practice frameworks and enhances the Measurement component of these frameworks.

Service providers seeking ways to empower their customers with transparent IT performance information about outsourced services.



Metricus delivers IT Performance Measurement capabilities to IT Service Providers and their customers by providing a consolidated, integrated and consistent view of internal service operations and external customer service delivery.

Organizations adopting good governance principles and setting up clear decision making structures require an insight into IT's capabilities and performance.



Metricus facilitates the entire IT performance measurement lifecycle with a robust business intelligence platform. Enterprises manage metric selection, data collection and presentation in Metricus.

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