

Metricus

Clarity on the performance of IT

Metricus Product Brief



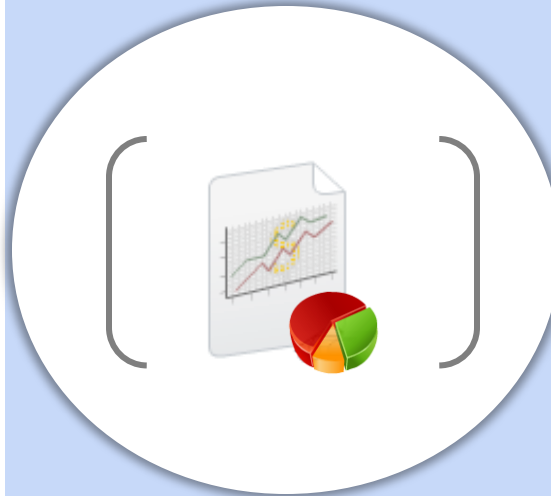
Metricus IT Performance Management Framework

Set performance targets



Best Practice Metrics
that make sense to the
business

Measure Outcomes



Scorecards and
performance
analysis to measure
outcomes

Drive Improvements



Trending information
and benchmarking for
informed decision
making

ITIL v3 continual service improvement /
COBIT Goal to KGI to Outcome Measures

Metricus IT Performance Management Framework

Set performance targets

A best practice metric repository with metrics that align with your business goals.

- Metrics for ITIL and COBIT processes
- IT balanced scorecard metrics
- Toolkits to tell you what data is required for the metrics and how to get it

Measure Outcomes

Quality and reliable information from your IT organization that you can count on

- Process or functional scorecards and dashboards
- predefined templates
- ITIL process scorecards
- Taps into your existing systems and service management tools

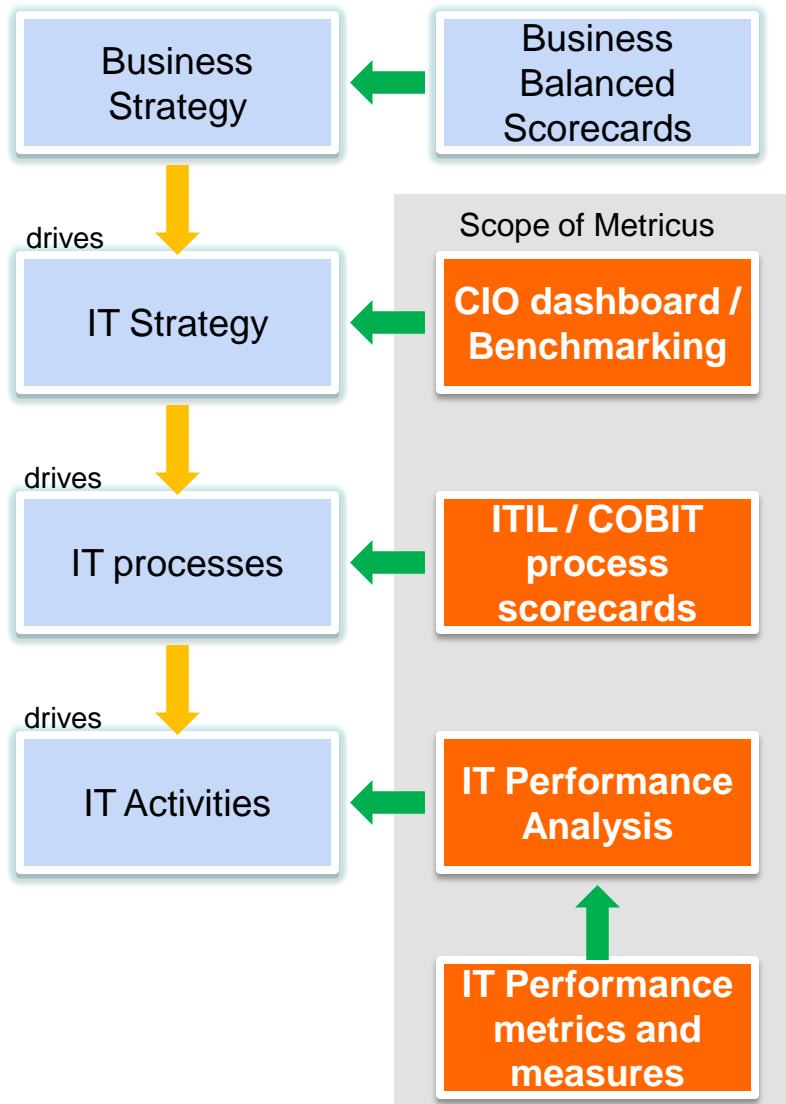
Drive Improvements

Recognize trends, compare performance and proactively improve performance

- Benchmark internal teams or departments
- Compare performance with industry peers
- Drive Green IT initiatives
- Better manage the relationship with your suppliers

ITIL v3 continual service improvement /
COBIT Goal to KGI to Outcome Measures

Metricus: cascades from business strategy to IT performance measures



Metricus aligns the IT strategy with business strategy and provides relevant information at a strategic, tactical and operational level.

Metricus uses well defined, pragmatic and practical metrics and measures to ensure IT management are equipped to take well balanced decisions

Metricus presents a unique and holistic view on the performance of IT based on practical and pragmatic metrics.

- Benefit from **metric repositories** with metrics that are practical, pragmatic and aligned with industry best practices (ITIL, COBIT, etc.). Metricus allows you to demonstrate the value of IT best practices.
- Make use of a **flexible IT performance management framework** that can be customized for your specific requirements, such as Green IT, supplier management, benchmarking , CIO decision making or IT process management
- Move away from managing excel sheets and disparate data sources and move towards presenting a **holistic picture** on IT performance
- Metricus will tell you exactly **how good your data** is and what data sources are required for populating metric scorecards. Extraction script, FTP and manual data entry options are available
- Reduce the **total cost of ownership** IT Performance Management by using a consolidated framework that is built on the Microsoft business intelligence suite


Nominated Innovation
Award 2008



Built on trusted software

Microsoft® Business Intelligence

For the first time organizations are provided with a unique and holistic view on the performance of IT based on practical and pragmatic metrics.

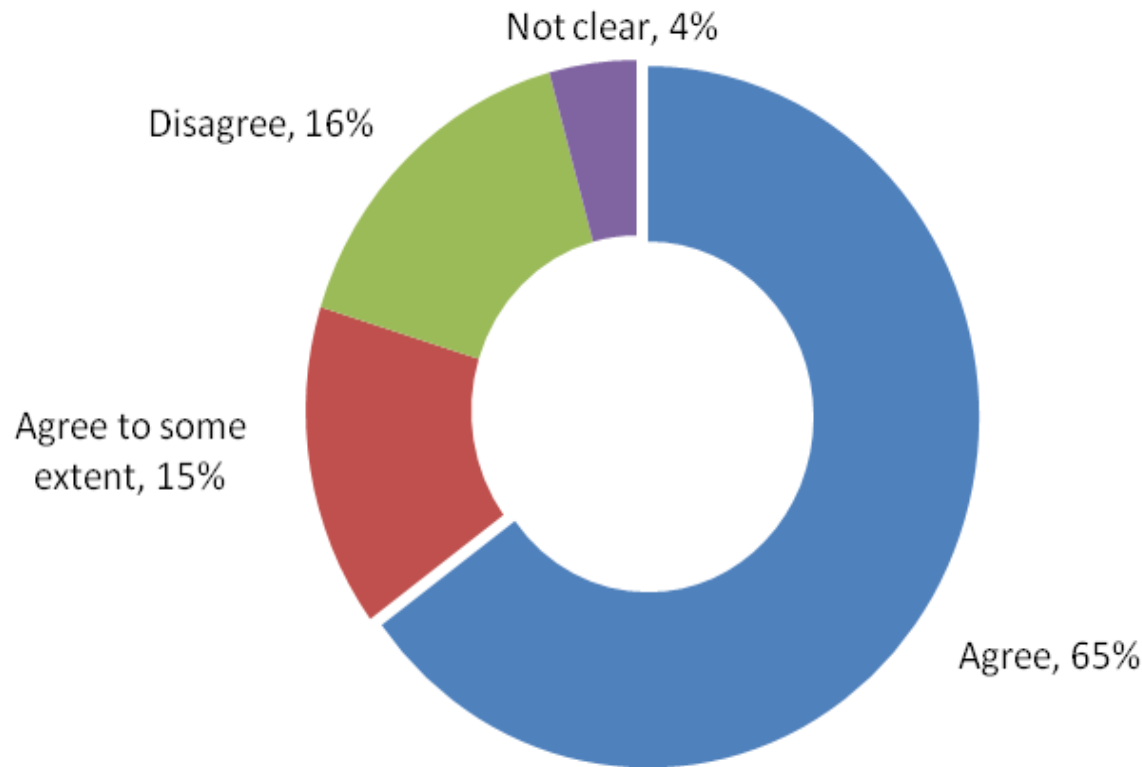


Set
Performance
targets

Measure
outcomes

Drive
improvements

- There is no **consistent way of using metrics** in the market right now. Metrics provided by consultants or ITIL/COBIT Frameworks are theoretical and difficult to use. Metricus bridges this gap with a pragmatic metrics framework based on specific metric definitions and **'meta information' about the use and adoption of metrics**
- Business Intelligence solutions typically provide **rich analysis and measurement solutions** but are difficult to implement and lack the right metrics that are applicable for IT management . Metricus provides these features coupled with well defined metrics in a hassle free environment.
- IT enterprise management dashboards provide basic monitoring capabilities in a very specific area of IT. Metricus aggregates information from various systems and tools in IT and provides **trending and analysis information as well as benchmarking capabilities**

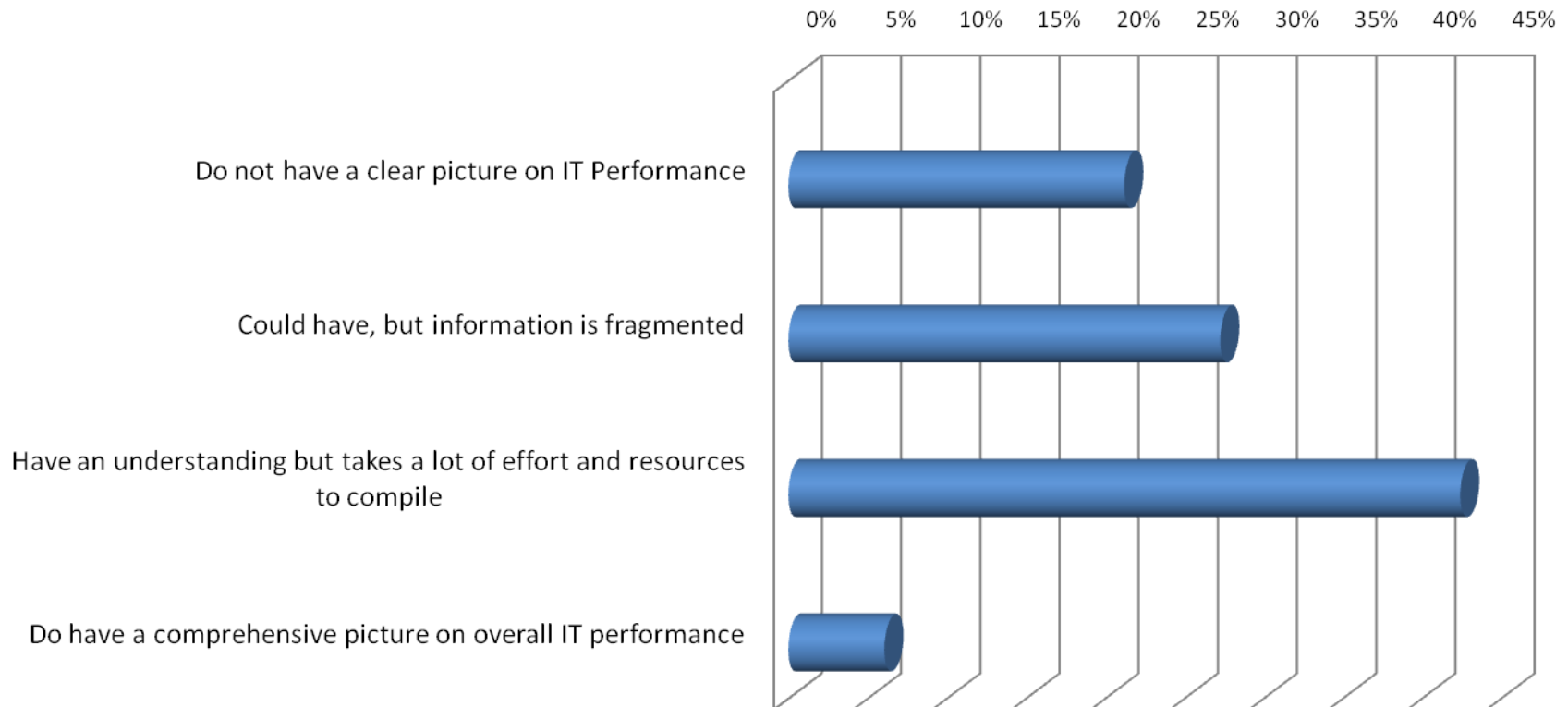


Information Week says that for too many organizations IT still is considered to be a black box.

ITpreneurs research confirms this and 65% of IT managers interviewed agree with the Information Week statement.

IT is a black box and organizations do not have the information they need that is required for informed decision making

Only 6% of IT managers have a comprehensive picture on IT performance. The majority though work with fragmented information and disparate data



Source: 'Trends in IT Performance Management', 2008, ITpreneurs.
Survey and interviews amongst 99 IT executives and consultants in five continents

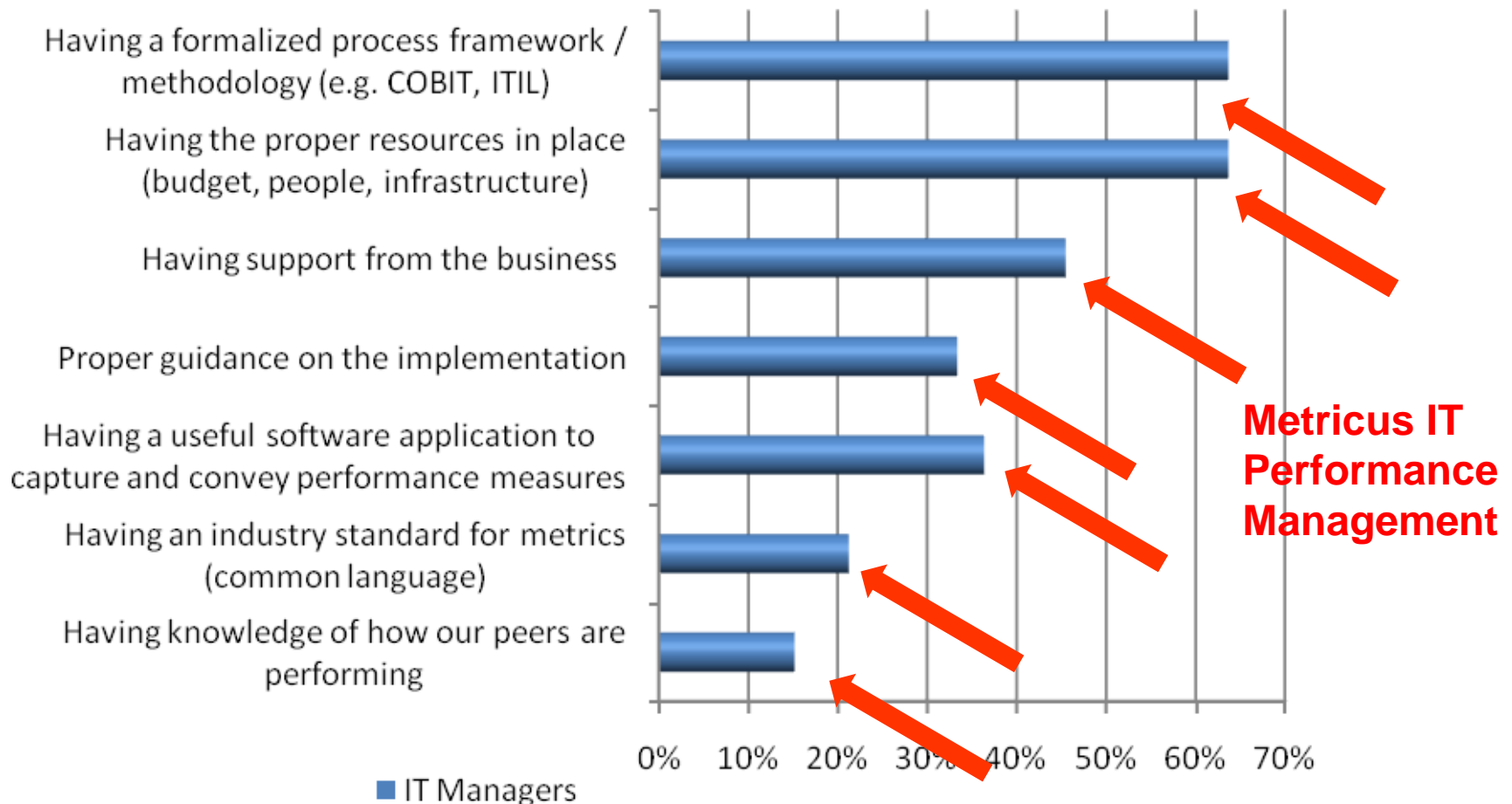
Not knowing what to measure, lack of understanding and expertise to execute are the biggest inhibitors for IT managers



Source: 'Trends in IT Performance Management', 2008, ITpreneurs.

Survey and interviews amongst 99 IT executives and consultants in five continents

Organizations look at IT best practices for support in identifying metrics and realize they need to have both resources in place and a buy in from the business



Source: 'Trends in IT Performance Management', 2008, ITpreneurs.

Survey and interviews amongst 99 IT executives and consultants in five continents

Metricus provides metrics that are aligned with IT best practices .

You will find the metric modules you need to manage your service desk, change management process, capacity management, etc.

Perspective	Business Goal	IT Goal	Process	IT Performance Metrics
⊕ Financial				
⊖ Customer				
	⊖ 4 - Improve customer orientation and service.			
		⊕ 3 - Ensure the satisfaction of end users with service offerings and service levels.		
		⊖ 23 - Make sure that IT services are available as required.		
			⊕ DS3 - Manage Performance and Capacity	
			⊕ DS4 - Ensure Continuous Service	
			⊖ DS8 - Manage Service Desk and Incidents	
				% Calls Abandoned
				% Incidents Escalated
				% Incidents Misrouted
				% Incidents Owned within Target
				% Incidents Re-opened

Cascading down from business goals to COBIT processes and metrics: Here is a set of metrics that are aligned with COBIT DS8: manage service desk and incidents

* These are actual screen shots from Metricus

Metricus provides metrics that are aligned with IT best practices .
Including comprehensive metric lists for ITIL v3 and the knowledge to collect the data required for populating these metrics.

Document Map	
[-] ITIL V3	Service Measurement
[-] Continual Service Improvement	% IT Critical Processes Measured
Service Measurement	% IT Performance Metrics with Benchmark
Service Reporting	% IT Performance Metrics with Target
[-] Service Operation	% IT Services Measured
[-] Service Design	IT Critical Processes Measured
[-] Service Strategy	IT Performance Metrics with Benchmark
[-] Service Transition	IT Performance Metrics with Target
	IT Performance Tasks Completed
	IT Performance Tasks Created
	IT Services Measured

[-] Configuration Management				
% CIs Aligned with IT Architecture	85.14%	95.00%	🔴	➡
% CI Errors Identified	59.67%	10.00%	🔴	➡
% CIs Audited	5.04%	3.00%	🟢	➡
% CIs Data Definition Standard Met	74.95%	95.00%	🔴	➡
% CIs in Production	70.11%	70.00%	🟢	➡
% CIs Monitored	85.07%	95.00%	🔴	➡
% CIs Unsupported	5.28%	5.00%	🟡	➡
% CMDB Population	14.45%	5.00%	🟢	➡
% CIs with Adequate Documentation	80.13%	90.00%	🔴	➡
% CIs Decommissioned	3.11%	3.00%	🟢	➡

Metrics mapped to ITIL V3 processes . This list provides an overview of Metrics that are relevant for the CSI domain

An ITIL v3 Scorecard template that includes the top 10 ITIL metrics for example for Configuration Management

* These are actual screen shots from Metricus

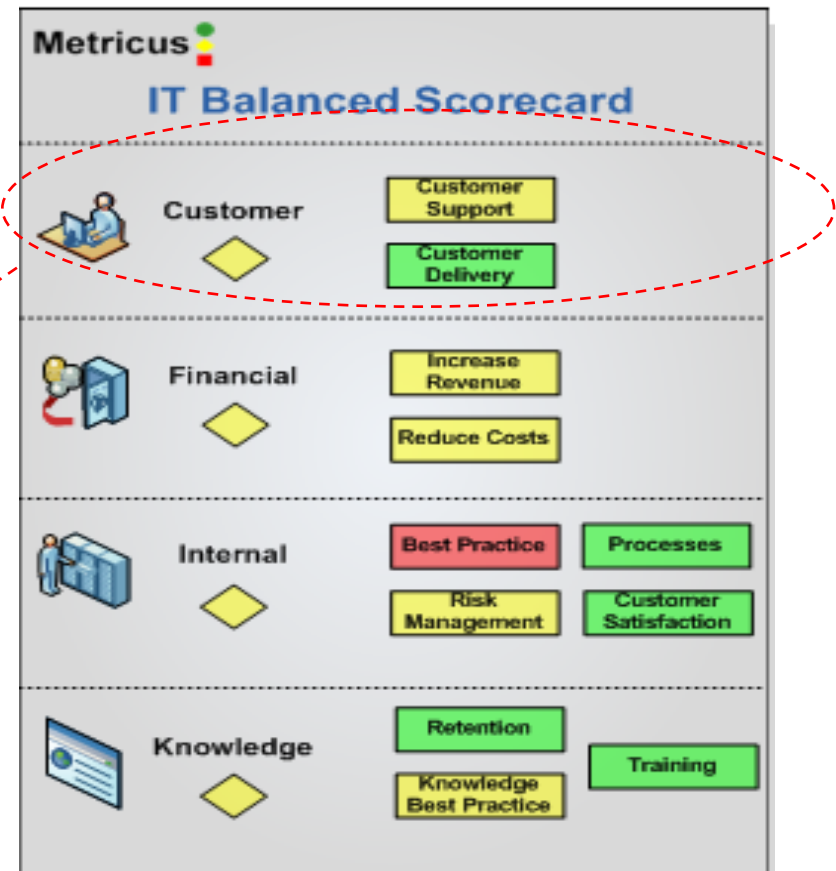
Metricus Strategic: a holistic picture on IT performance

Metricus delivers template dashboards, scorecards and reports that you can further configure and adapt to your own environment and requirements.

An example of an IT strategy map based on the IT balanced scorecard principles.

Color codes instantly reveal how various IT activities are performing.

Support is slightly off target, but Delivery is on track.



IT balanced scorecard - Strategy Map

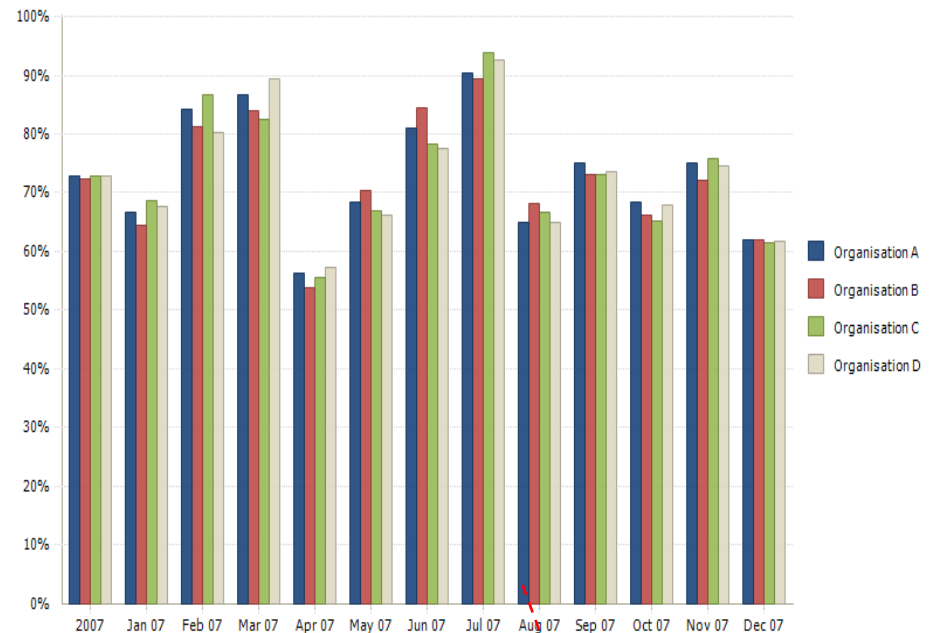
* These are actual screen shots from Metricus

Metricus provides the dashboards and analysis capabilities to compare internal departments, teams or geographic units with each other based on best practice metrics

Change Management Benchmarking

	Dec 07		
	Actual	Benchmark	Trend
% Change Failures due to CMDB issues	2.97%	8.00%	🔴 ➡
% Changes Audited	97.34%	90.00%	🟡 ➡
% Changes Audited with Errors	2.83%	5.00%	🔴 ➡
% Changes Causing Incidents	7.92%	10.00%	🟢 ➡
% Changes Causing Problems	10.78%	5.00%	🔴 ➡
% Changes Failed	4.00%	5.00%	🟢 ➡
% Changes - Post Implementation Review	88.06%	90.00%	🟢 ➡
% Changes Implemented within Target	62.02%	80.00%	🔴 ➡
% Changes Implemented without Back-out Plan	17.00%	5.00%	🟡 ➡
% Changes Implemented without CI Update	28.99%	18.99%	🟢 ➡
% Changes Implemented without Testing	8.00%	10.00%	🟢 ➡
% Changes Rejected	22.00%	20.00%	🟢 ➡
% Changes with Incorrect Data	18.00%	10.00%	🟢 ➡
% Emergency Changes	8.01%	5.00%	🟡 ➡
Average Change Implementation Time	31.06	30.00	🟢 ➡

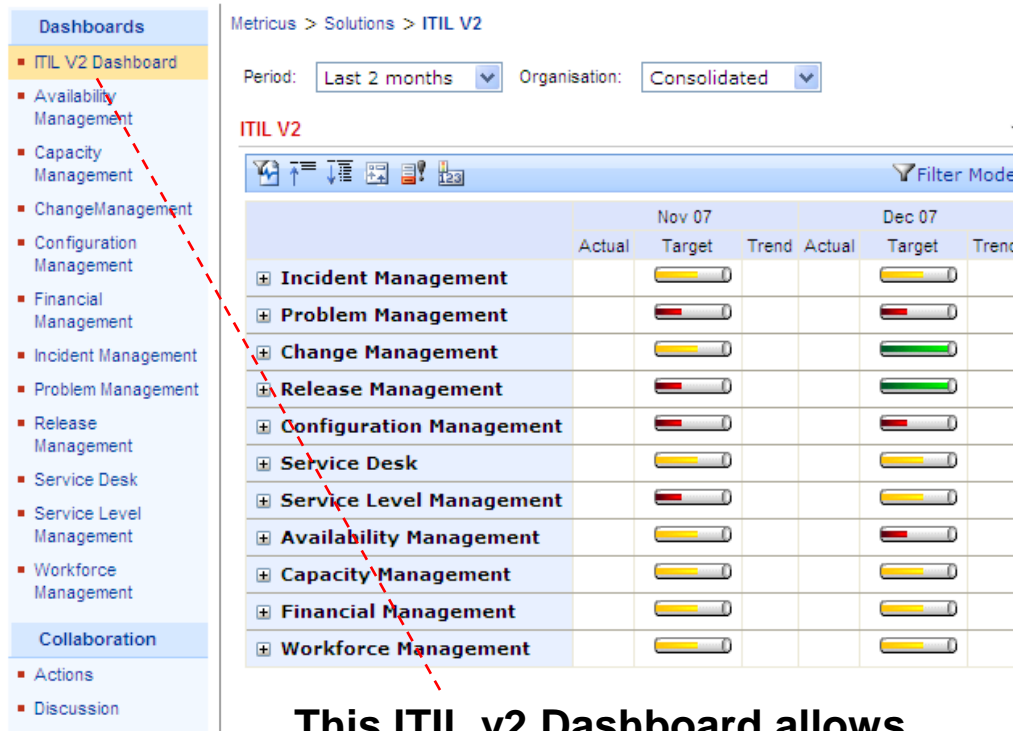
Roll-up indicators and color codes provide an insight into current performance based on predefined targets



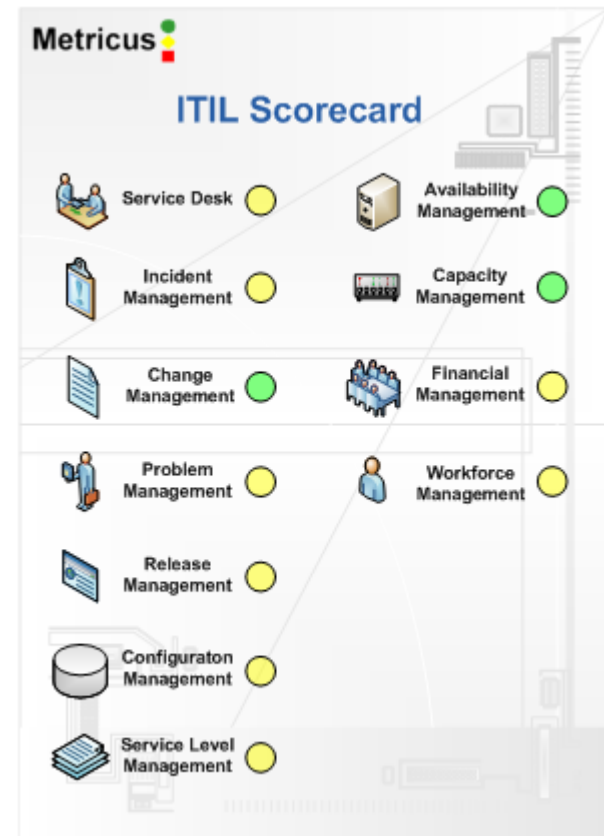
This graph shows how each of the internal departments are performing on a predefined set of ITIL metrics

Metricus Process: ITIL process scorecards / dashboards

Metricus is populated with dashboard templates for all major IT best practices. Preventing the need for organizations to reinvent the wheel and leverage the collective knowledge of Metricus



This ITIL v2 Dashboard allows Service Managers to track the value contribution of an ITIL implementation.



* These are actual screen shots from Metricus

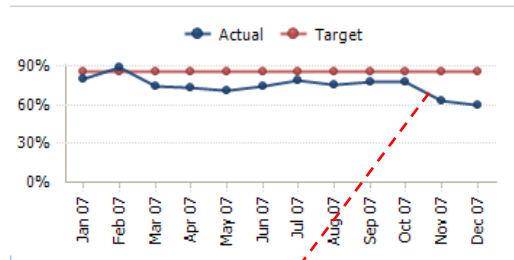
Measure the outcomes of specific processes or IT activities.

Dashboards and scorecards can be customized based on individual requirements

	Nov 07			Dec 07		
	Actual	Target	Trend	Actual	Target	Trend
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%		🔴➡️

Let's analyze 'support' further:
Actual versus target benchmarks show percentage of Service Requests resolved on initial contact is an issue.

Metric Trend



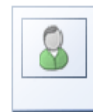
The graph tells us performance is degrading. Time for action and let's initiate an improvement project.

Discussion - IT Balanced Scorecard

Subject	Metric	Created	Created By
Perspective : Financial (1)			
Perspective : the CIO Office (1)			
Analyze competency at the Service Desk	% SR resolved on initial contact	3/21/2008 1:47 AM	METRICS\arjan.woertman
Add new discussion			
% ECommerce Availability	This is a comment	1/1/2008 3:52 PM	System Account

Started: 3/21/2008 1:47 AM

View Properties [Reply](#)



METRICS\arjan.woertman

Analyze competency at the Service Desk

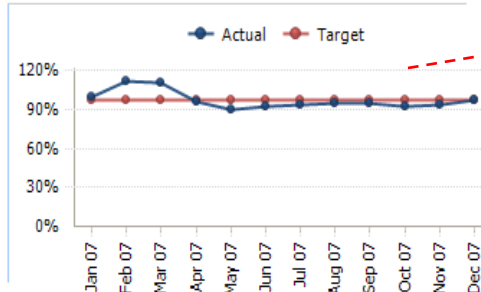
Initiate a project to understand and assess the skills of the Service Desk staff to see if additional training courses are required in order to improve the %SRs resolved on initial contact.

* These are actual screen shots from Metricus

Call Metrics

	Actual	Target	Trend
Dec 07			
Filter Mode			
Calls			
% Calls Abandoned	3.31%	3.20%	⬆️
% Calls Answered	96.85%	97.00%	⬆️
% Calls Converted to SRs	72.03%	85.00%	⬆️
Average Call Abandonment Time	195.99	200.00	⬆️
Average Call Answer Time	12.71	20.00	⬆️
Average Call Talk Time	158.62	180.00	⬆️
Calls Offered	640	600	⬆️

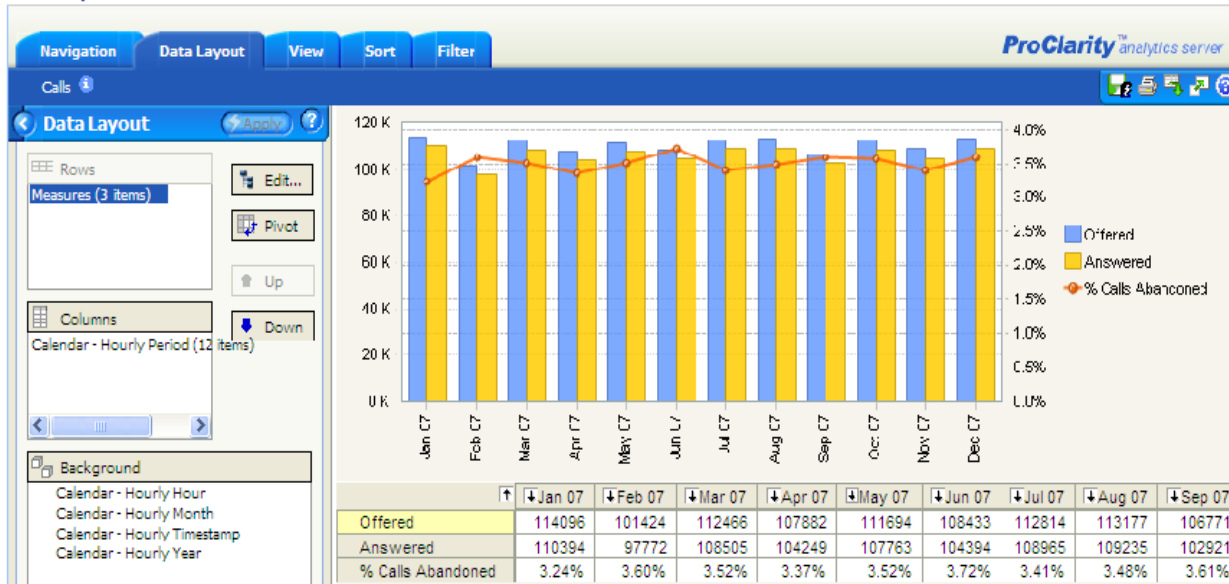
Metric Trend



Tasks - ServiceDesk - (Series Items)

Access denied. You do not have permission to perform this action or access this resource.

Call Analysis



This dashboard is for Service Desk Managers and Analysts and allows for advanced analysis of the performance of the Service Desk and call metrics

Information can be analyzed in great detail and advanced slicing and dicing of information is possible

Metricus Platform for performance management: Green IT

Green IT

Dashboards

Green IT

Period: **Year to date** ▾

Green IT Scorecard

Green IT ▾

	2008		
	Actual	Target	Trend
Green IT			
▢ Strategic			
% IT Assets Procured with a Silver/Gold APEAT Star	88.93%	80.00%	
% Purchased Printer Paper - Recycled	100.00%	100.00%	
IT Organizational Carbon Footprint	182.54	200.00	
IT Organization Travel Budget	41.05	40,000.00	
▢ Operations			
% IT Assets with Energy Usage Monitoring	89.53%	80.00%	
Energy Cost per IT Facility	10,511.88	10,000.00	
% Energy using Renewable Sources (Green Energy)	89.48%	80.00%	
% Desktops Automatically Hibernating	99.58%	95.00%	
▢ Disposal			
% Disposed IT Assets Submitted for Recycling	99.47%	100.00%	
▢ Data Centers			
% Data Centers ISO14001:2004 Certified	100.00%	100.00%	
% Servers Located in Data Centers	100.00%	95.00%	
Power Usage Effectiveness (PUE)	1.84	3.00	
▢ Human Resources			
% Employees Participated in an Environment Awareness Program	100.00%	95.00%	
Number of Green IT ambassadors	26	20	

Metricus Green IT



Metricus for Green IT
Monitoring the contribution of organizations with respect to sustainable information technology.

Challenges

Metricus

Value

Difference

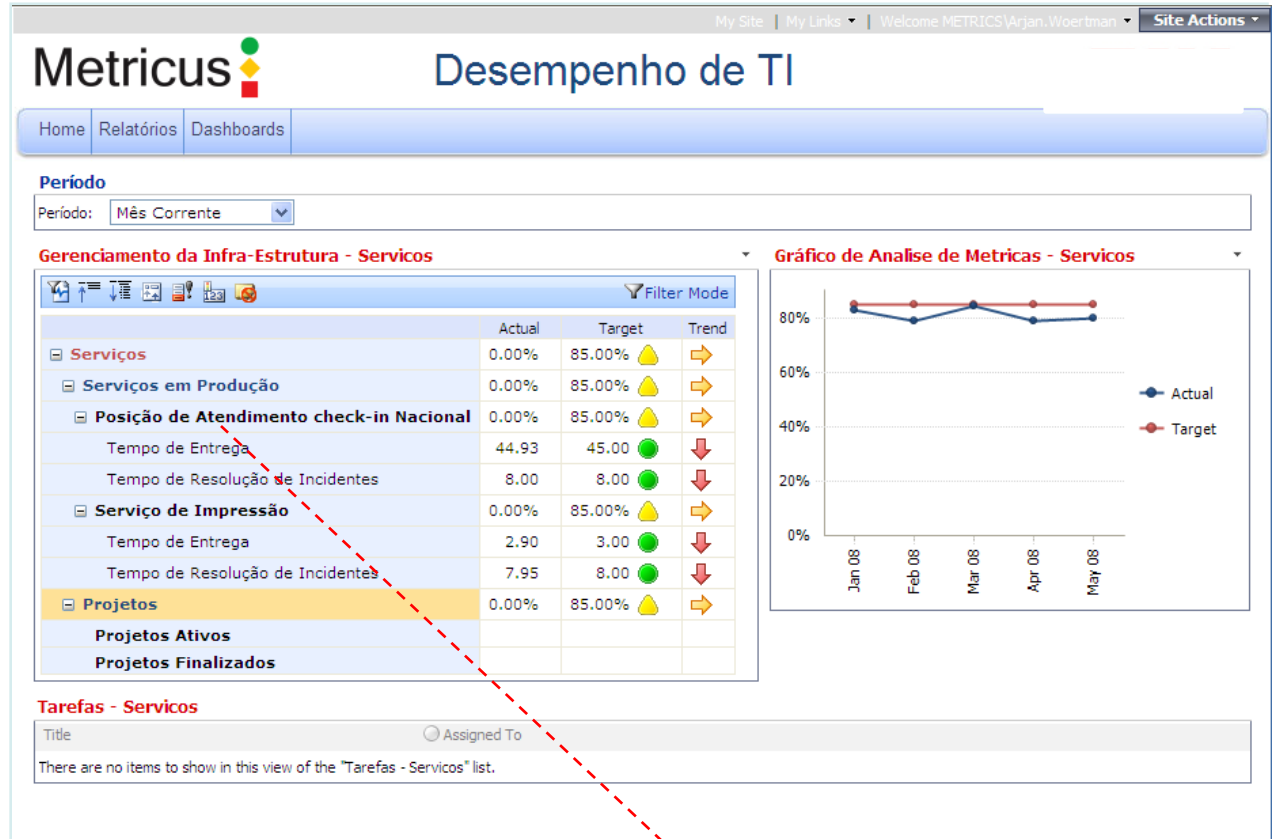
Application

Case Study

Manage external providers

A Brazilian Airline company is using Metricus to get an insight into how external service providers are performing.

This allows the organization to get a better grip on the service providers and allows for informed discussion making



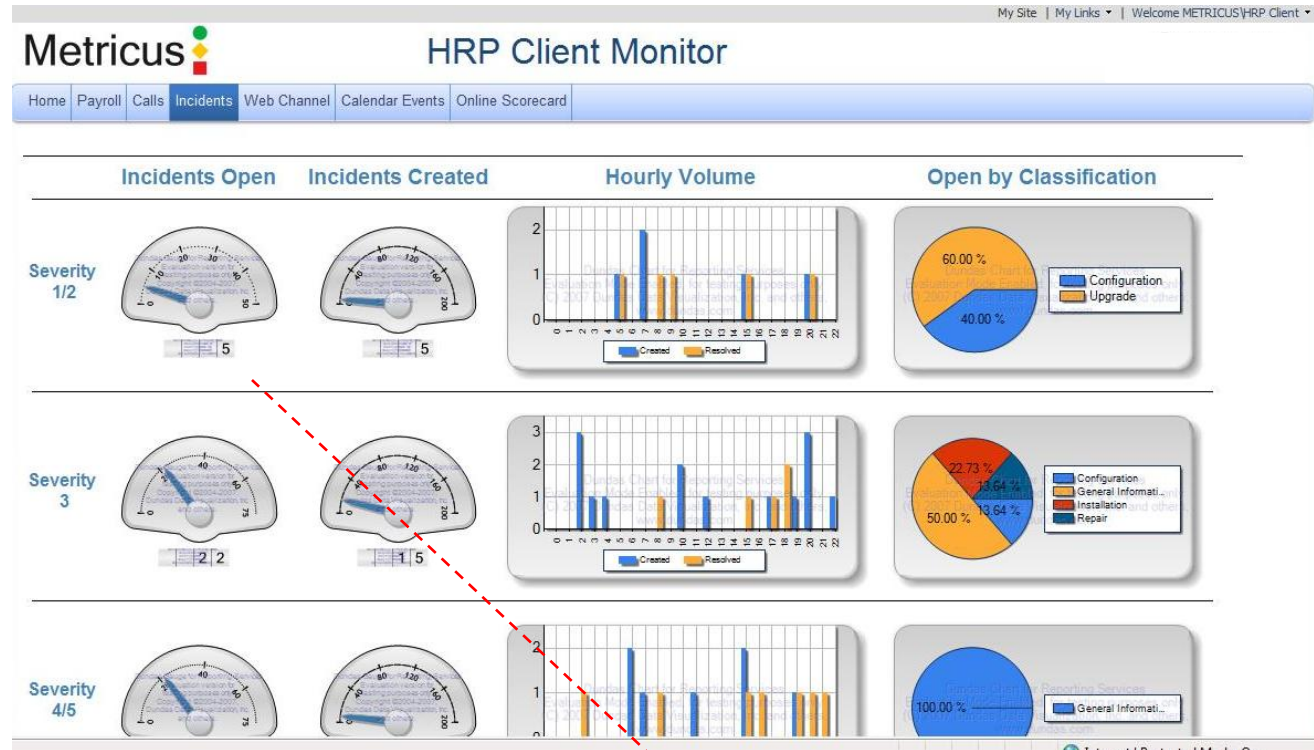
Services delivered by external providers

Challenges	Metricus	Value	Difference	Application	Case Study
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Monitor IT Operations

A large financial organization required an insight into the performance of specific IT processes and required SLA monitoring.

A Metricus Prototype was constructed to demonstrate the IT performance of the specific processes and alert in case of potential SLA breach.



**Incident monitoring
per severity level**



**End of
presentation...
Beginning of
Metricus
Journey?**



Founded in 2001, NAI is a leading provider of consulting, training, benchmarking and solutions in the areas of IT management and control best practices utilizing globally accepted standards and frameworks such as ISO 20000, ITIL, eSCM, PMBOK, CMMI and COBIT.



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