

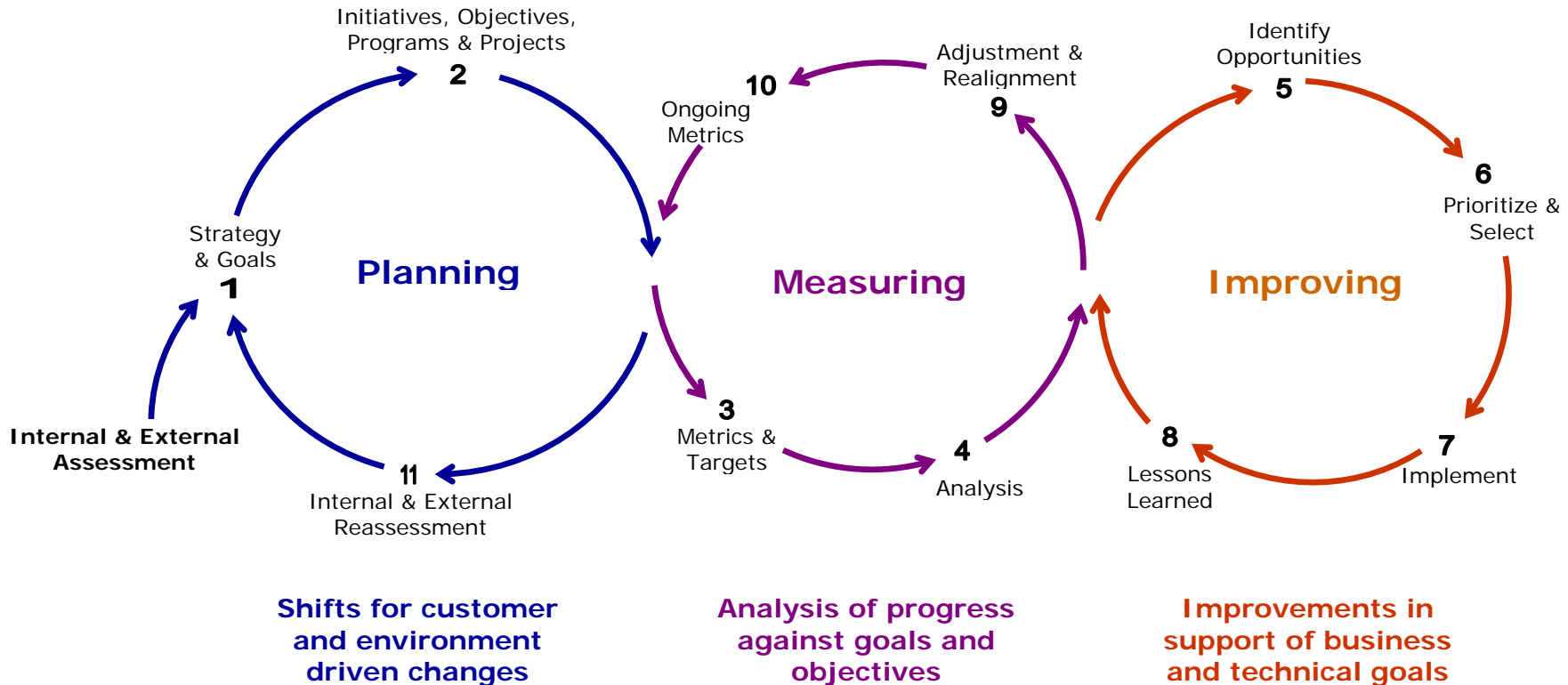


State of Oregon IT Performance Management Community of Practice (CoP)
 Draft Definition of Statewide IT Performance Management
 Update to CIO Council – February 2007

Draft

IT Performance Management Framework

A continual flow of planning, measuring, and improving processes that support on-going:

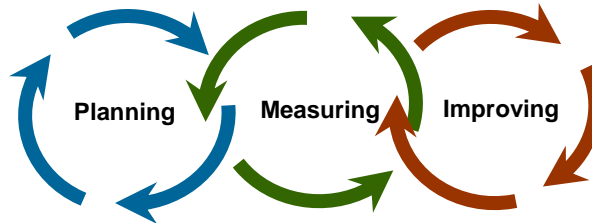




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**IT Performance Management
Maturity Model**



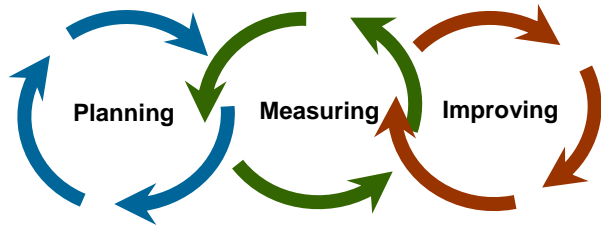
| <u>Component</u> | <u>Description</u> |
|-------------------------|--|
| Planning | Strategic and tactical planning |
| Measurement | Measurement program; metrics & targets |
| Improvement | Organizational improvement and alignment |
| Framework | Processes used for Planning, Measuring, and Improving; integration of processes; collection & use of Performance Management information to align/improve the program |
| Communication | Education & Awareness of PM program; distribution of PM information |
| Involvement | Support of the Performance Management program throughout the organization |



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**IT Performance Management
 Maturity Model**



3 – Managed/Continually Improving

- Documentation of business drivers & strategic information has become a standard practice
- Performance metrics collected, analyzed, & acted upon; metrics from the program are used to identify needed updates/changes to the Strategic Plan
- Processes are mature & integrated throughout the program
- Program is supported & understood throughout the organization

2 – Defined/Repeatable

- Strategic & tactical plans produced & updated
- Performance metrics tracked & monitored
- Improvement efforts in support of business & technical goals
- Processes well-defined & documented; provide strong connections between planning, measuring, & improving
- Program & efforts are well communicated

1 – Informal Program

- Planning primarily short-term & informal
- Measurement limited to operational metrics
- Improvement efforts situational & reactive
- No coordinated communication of performance management efforts

0 – No Program

- No documented strategic plan
- No defined processes around performance management; any planning, measurement, or improvement efforts occur independently
- Limited recognition of need for performance management program or components

No Program ←



→ Mature Program



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IT Performance Measurement Model

| Purpose | Focus | Planning | Measure | Audience | Accountable | What is Measured | |
|------------------------|------------------|-------------|--------------------------------|---|------------------------------|--|---------------------------|
| Transform the Business | Outcomes | Strategic | Enterprise IRM Strategy | JLCIMT, Legislature, State CIO, CIO Council | State CIO | High Level Outcomes | |
| | | | Agency IRM Plans | Agency Director Agency Business Lines | Agency CIO | Intermediate Outcomes | |
| Grow the Business | Change | Tactical | Portfolio Measures | Agency Business Lines | IT Customer Service Managers | Cost, Quality, Timeliness, Customer Satisfaction | |
| | | | Project Measures | IT Customer Service Managers | Project Managers | Cost, Quality, Timeliness, Customer Satisfaction | |
| Run the Business | Service Delivery | Operational | Statewide Performance Measures | Agency Directors | Agency CIOs | Historical and Benchmark Comparisons | |
| | | | Customer Service Levels | Agency Directors | SLAs | Agency CIOs | Customer Service Delivery |
| | | | Operational Service Levels | Agency CIOs | OLAs | IT Service Providers | Internal Service Levels |