

## Sample ITIL Metrics

### Sample metrics:

#### Strategy Generation

- Closeness and alignment of IT strategy with Business strategy
- Is IT Strategy a guidance to IT initiatives
- IT's contribution to achieve Customer outcomes
- Reflection of IT Assets in IT Strategic plan
- Measure awareness and understanding of IT strategy, policies and framework among IT stakeholders
- Compliance with Governance.

#### Demand Generation

- Number of documented delays in project concept approvals e.g. due to unclear responsibilities
- Number of ideas, business cases or service designs that have bypassed the process
- Number of project concepts where warranty and utility has not been defined explicitly
- Ratio between number of project concept business cases accepted and rejected
- Time to market: Elapsed time between preparation of initial project concept and forwarding it to Service Portfolio Management
- Age and backlog of non-processed business demand
- Timely completion of regular business assessment activities in line with planning cycles for IT Financial Budgeting.

#### Service Catalog Management

- Number of services recorded and managed within the Service Catalog as a percentage of those being delivered and transitioned in the live environment
- Number of variances detected between the information contained within the Service Catalog and the 'real-world' situation
- Customer business users awareness of the services being provided
- IT staff awareness of the technology supporting the services.

#### IT Service Continuity Management

- Number of and findings from regular audits of the ITSCM Plans
- All service recovery targets are agreed to and documented in SLAs and are achievable within the ITSCM Plans
- Regular and comprehensive testing of ITSCM Plans
- Regular reviews are undertaken
- Negotiate and manage all necessary ITSCM contracts with Third Party
- Overall reduction in the risk and impact of possible failure of IT Services.

#### Supplier Management

- Increase in the number of suppliers meeting service level targets within underpinning contract
- Reduction in the number of breaches of contractual targets
- Increase in the number of service and contractual reviews held with suppliers
- Increase in the number of supplier and contractual targets aligned with SLA targets
- Reduction in the number of service breaches caused by suppliers
- Reduction in the number of threatened service breaches caused by suppliers
- Increase in the number of suppliers with nominated supplier managers
- Increase in the number of contracts with nominated contract managers
- Increase in the number of supplier-related issues caused by poor communication