

KPIs to help measure the success of the Information Technology function in your organisation

Competency	KPI
Strategy	<ul style="list-style-type: none"> • Demonstrate the preparation and use of plans and policies that ensure the organization does benefit from developments in IT and that value is added and business goals are achieved.
Governance	<ul style="list-style-type: none"> • Demonstrate the progress of approved IT proposals to ensure that they are achieving objectives in required timeframes using allocated resources. • Demonstrate the use of IT to ensure that it is achieving its intended benefits is monitored. • Demonstrate that IT investments provide the required capabilities and are monitored. • Demonstrate the extent to which IT satisfies obligations (regulatory, legislation, common law, contractual, internal policies, standards and professional guidelines) is managed. • Demonstrate that policies are established and enforced to enable the organization to meet its internal obligations in its use of IT.
Workforce Management	<ul style="list-style-type: none"> • Demonstrate that workforce is planned and managed to ensure that they are consistent with the appropriate use of IT.
Competency Management	<ul style="list-style-type: none"> • Demonstrate that IT staff has the necessary capabilities and professional behavior and that practices are in place for constant evaluation and development. • Demonstrate that human behaviors remain relevant for the purpose of the organization and that proper attention is given to evaluation, change and development.
Financial Management	<ul style="list-style-type: none"> • Demonstrate that investments and expenditures to support the achievement of business and IT objectives are planned, managed and recovered.
Enterprise Architecture	<ul style="list-style-type: none"> • Demonstrate that policies, standards, and methods for describing the IT and business architecture are developed and compliance to company-wide standards is enforced.
Business Relationship Management	<ul style="list-style-type: none"> • Demonstrate that key relationships with business stakeholders to develop and agree upon the 'Role of IT' are managed and that there is an effective partnership between business and IT managers to fulfill the defined 'Role of IT'.
Portfolio Management	<ul style="list-style-type: none"> • Demonstrate that the extent to which allocated resources and budgets are prioritized according to business objectives is monitored. • Demonstrate that costs and capabilities embodied in the portfolio of IT assets used in the delivery of IT services to the business are managed throughout their useful life.

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Demand & Supply Management	<ul style="list-style-type: none"> • Demonstrate the capabilities for evaluation of options in regards to Management of IT; assuring the realization of approved proposals, balancing risks and value for money of proposed investments. • Demonstrate that IT assets (systems and infrastructure) be acquired in an appropriate manner, including the preparation of suitable documentation, while ensuring that required capabilities are provided. • Demonstrate that supply arrangements (including both internal and external supply arrangements) are selected based on the requirement that it supports the business needs. • Demonstrate the allocation of sufficient resources so that IT meets the needs of the organization, according to the agreed priorities and budgetary constraints.
Service Management	<p>Demonstrate that:</p> <ul style="list-style-type: none"> • Service/Customer based culture exists. • Overall designs and plans for Service Management processes, people and technology exist. • IT will support business processes with the required capability and capacity.
IT Intelligence	<ul style="list-style-type: none"> • Demonstrate that a set of practices designed to collect, organize, structure and distribute knowledge for ongoing use and for enrichment of the corporate intelligence are managed.
Process Management	<p>Demonstrate that:</p> <ul style="list-style-type: none"> • Processes are clearly documented and cover the majority of the best practice criteria and industry standards. • Processes are well funded and appropriately resourced to assure proper execution of all activities. • Objectives and targets for all processes have been documents and agreed. • Roles and responsibilities are clearly defined and distributed over capable staff. • Processes are owned and the owner empowered. • Reporting and reviews against documented KPIs is scheduled and executed.
Project Management	<ul style="list-style-type: none"> • Demonstrate that planning, documenting, regulating, implementing and maintaining methodologies and activities with the objective of performing a project in an effective and efficient way are managed.
Adaptive	<ul style="list-style-type: none"> • Demonstrate that the mission, vision and objectives of the organization are maintained by adapting to changing circumstances. markets and customer needs.