

Enabling Enterprise Performance Measurement

Unlock the hidden potential within the corporation's valuable information resources.

IUI Scoreboard

The IUI scoreboard defines metrics that are standard, unambiguous and well defined across the business.

Example Metrics

Accounting

ROI
CFROI
Revenue

Customers

Customer Satisfaction
Churn Rate
Lifetime Value
Outreach effectiveness

Manufacturing

Cycle Times
Product & Service Quality
Cost Performance

Utility

Expected Cash Flow
Customer Interruptions
Outage Event Probability
Call Center Efficiency

In Brief

Performance metrics determine the value generated by the processes of the business.

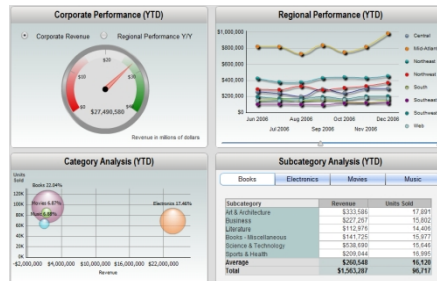
It is essential for evaluating current business processes and for establishing targets for future business processes through impact analysis and prediction.



Raising the stakes

"... measuring the success of business change is a problem. More than half (54 percent) of the executives said they have no consistent, reliable way of measuring the Business Reengineering benefits."

- CFO Magazine



A business metric is nothing more than a standard measure to assess your performance in a particular area. Unfortunately, the majority of efforts to gauge and change business process do not start with an accurate baseline of how the organization is performing. If you don't know the size and shape of a problem, how are you supposed to fix it?

Before trying to effect change in any business it is important to understand what exactly it is you are trying to change. To have an accurate picture of where your organization is, how you are performing and where you want to go is fundamental before trying to effect any change to the organization.

Understanding exactly what to change before you change it seems like common sense in every aspect of our lives, but unfortunately in business people seldom follow this rule. Personnel changes, product changes, even fundamental changes in direction are often undertaken without first having a reliable way of measuring performance. How were we doing before the change? What exactly are we changing? And change impact?

Often organizations are intimidated by the cost or complexity of implementing basic measures, but these measures do not need to be either costly or complicated. What they do need to be is structured and rigorous.

Specific, Measurable, Actionable, Relevant, and Timely

- Specific metrics are precise and common sense to the area you are measuring. If you are measuring customer satisfaction, ask your customers on how they feel about your service or product
- Data must be Measurable – repeat ably accurate, complete and integrated
- Actionable metrics are easy-to-understand and there is something you can do about them
- If it's not Relevant information don't measure it
- Timely information is information that is meaningful today, right now, when you need it.

IUI: A Rigorous Approach

IUI has developed a set of tools for implementing a core set of metrics for your organization.

We have helped countless organizations to have a clear understanding of fundamental components of their business.

The IUI approach has some basic principles that will make changes timely, measureable and effective.

The focus on performance standards show up in the form of metrics that assess your ability to meet your customers' needs and business objectives.

For more information

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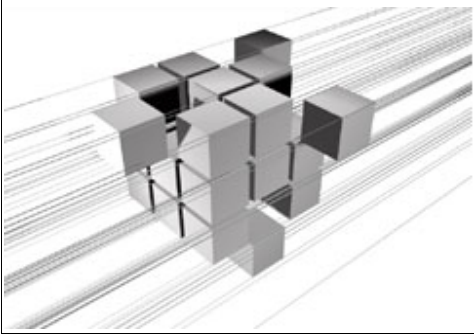
HIGHLIGHTS

IUI Competencies

Business Intelligence
Customer Relationship Optimization
Human Capital Management
Technical Architecture & Integration

IUI Capabilities

Business Transformation
Enterprise Information Optimization
Program Management
Organizational Change
Data Architecture



IUI Approach: Enterprise Business Metrics

IUI follows a comprehensive and proven set of methodologies when implementing the IUI Scoreboard and business metrics framework.

Information Management Health Check: Our first step begins with an assessment of your organizations information capabilities and needs. Finding the organizations “pain points”, understanding your business strategy, and using industry benchmarks help us to determine the overall health of your organization as related to best practices in enterprise information management (EIM). An action plan, containing gap analysis and any remediation steps, is developed as part of this program assessment.

Prototypes and Proofs of Concept: A fundamental part of the IUI approach is to show by doing. The IUI team, working together with client representatives, quickly develops a proof to show the value of the concept around a set of general requirements. The POC is used to more fully demonstrate how the solution can meet the current and emerging needs of your business.

Tool/Package Evaluation and Selection: A step in the process is to evaluate available tools. The IUI method is a proven approach to quickly match the business and technical requirements to the capabilities of commercial off the shelf software and define the appropriate deployment plan.

Roadmaps to EIM: Roadmaps help organizations with the deployment strategy and migration path as they implement programs and supporting organizational structures for Business Intelligence, Enterprise Architecture, Data Governance, or Data Quality within an EIM Framework.

A Structure for Ensuring Quality

Has your organization created expensive reporting systems with increasing ongoing support costs with less than expected return? What about “dashboards” or “scorecards” that have little foothold in reality? And ultimately are unusable?

How much time is wasted because of:

- Conflicting reports
- Information that is old or just plain bad
- Conflicting numbers on reports such as revenue or sales that just don't add up
- Decisions made because of politics or “gut feel” because of missing or erroneous facts

The Data Credibility Problem

Your business has gone through the process of implementing business targets, but while everyone seemingly is exceeding their goals, the business is still under performing. Or just as bad, goals are missed and you don't know exactly why or what to change. This may be the tip of the iceberg: Different departments seem to be working in their own worlds, department managers are working with conflicting numbers which always seem to reflect favorably on themselves; and it seems to take forever to complete the quarterly close.

The problem may not necessarily be in the processes themselves, but rather in the quality of the metrics behind the processes. The first step in improving the process is measuring the process in a quality, repeatable way.

Governance: Information Law and Order

Laws must be laid in order for business metrics to have relevance within the business. Like any other law there needs to be basic fundamentals surrounding these laws:

- Simple, concise definition
- Training of enforcement staff
- Internal affairs supervision and audit
- Establish minimum tolerances
- Consistent, timely enforcement in all areas
- Established information chain of custody
- Quality objectives and data standards

Information Law Enforcement

Most importantly breaking these laws must have real and meaningful consequences. This means that these laws must be taken seriously by all levels of the organization, as they should be since many have significant regulatory compliance implications. Another important aspect of these laws is that they must be simple, direct and understood by the business information owners. Obscuring definition in technical complexity, although popular, is neither meaningful nor productive.