

ICTs FOR ORGANIZATIONAL TRANSFORMATION



Microsoft. (n.d.). Bing.

Week 7 : ICT performance management

Otala Abraham
Kumi University- Uganda

Email: abrahamotl@gmail.com

Tel: +256 775- 614-411

ICTs for Organizational Transformation. Week Seven (Lecture Seven).

Agenda

1.

**Flash back of the
previous Lecture 6.**

2.

Introduction to ICT Performance Management

1. About ICT performance management
2. IT Service and IT Service Provisioning

Flash back to the previous Lecture 6

ICT implementation strategies - Challenges and best practices

Challenges

- Initial Investment
- Ongoing Costs
- Security
- Technical Expertise
- User Resistance
- Integration Challenge

Best Practices

- Piloting for Success
- Develop a Clear
Communication Plan
- Provide Adequate Training:
- Focus on Security

ICT performance Management:

Wiggers et al. (2004)

1. Introduction

- IT performance management (ITPM) is all about ensuring that organization's technology is functioning efficiently and effectively.
- It's like having a mechanic for your IT infrastructure, **constantly** monitoring its health and making sure it delivers the performance you need.

About ICT performance management

1. About ICT performance management

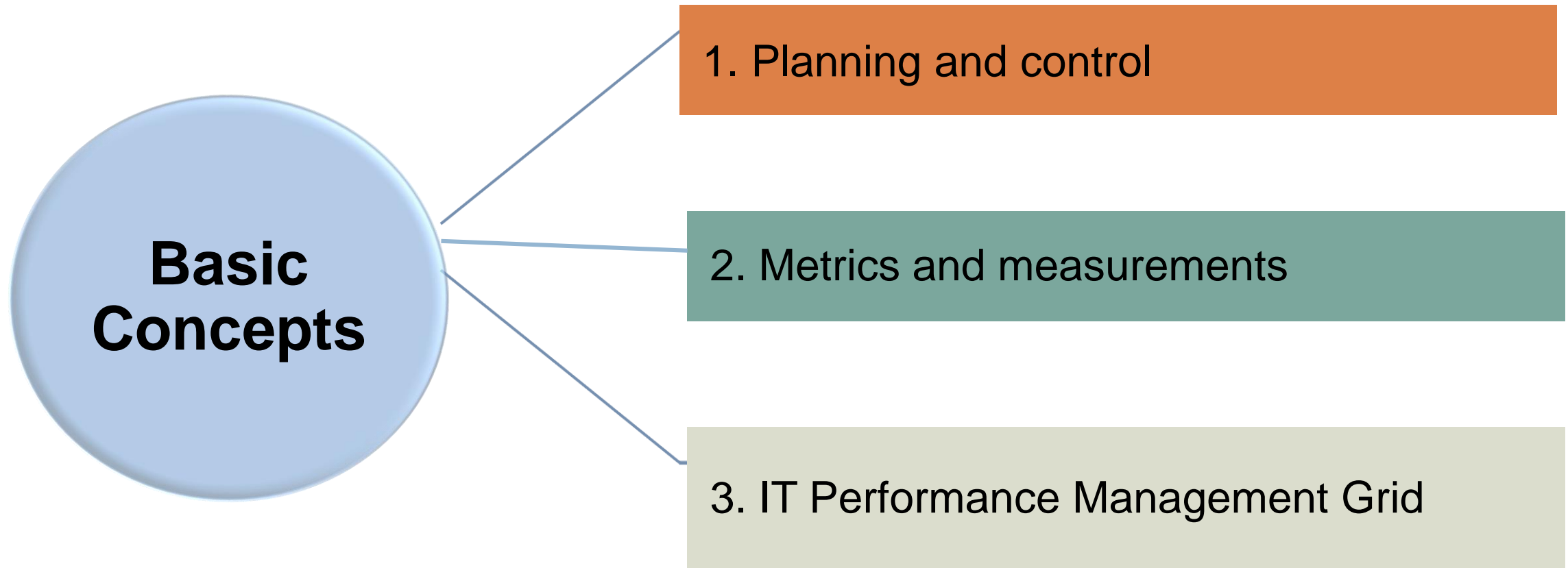
- Some basic concepts
- Terminologies Used

2. *IT Service and IT Service Provisioning*

- *Structuring IT Services*
- Defining and Describing Services and Service Structures
- *Introducing News Services*

About ICT performance management- Basics

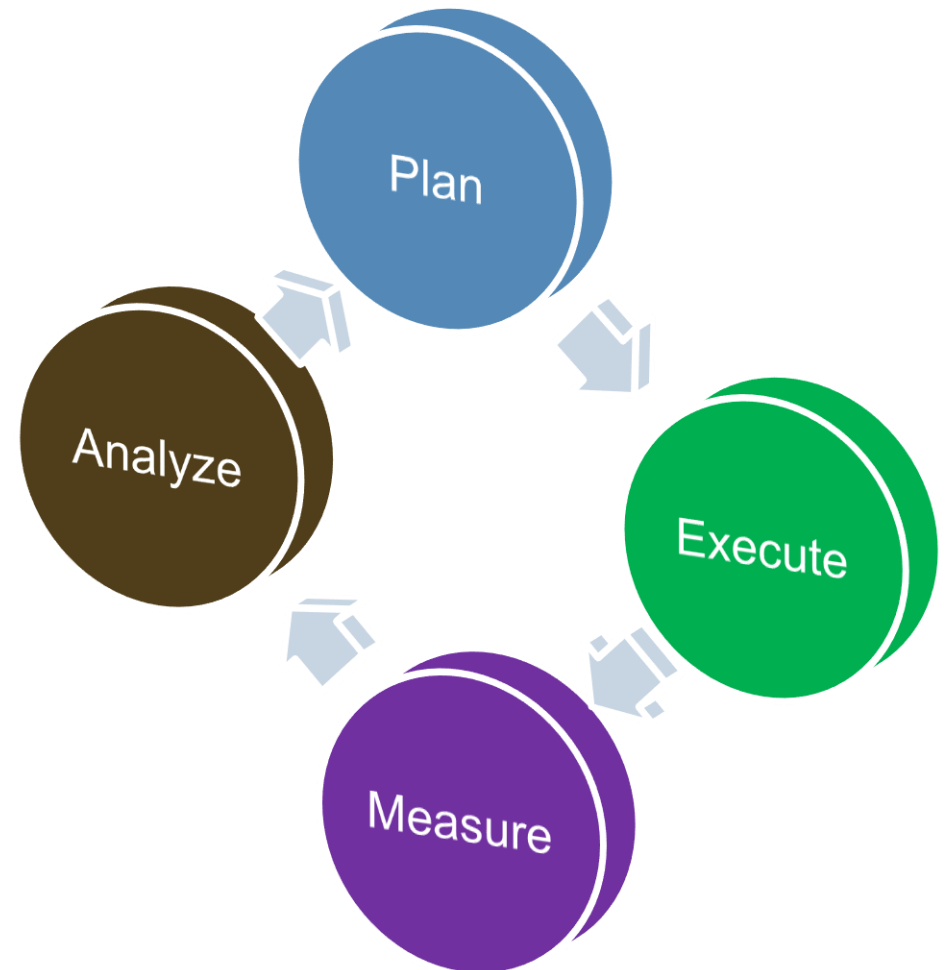
These concepts show how performance management should be executed.



About ICT performance management- Basic Concepts

1. Planning and Control

This involve the cycle of Activities



About ICT performance management-

Basic Concepts

Planning and Control Cont.

- In ITPM, it Involves **planning** activities and **Executing**. and during execution resources are used.
- In order to know whether the execution of the activities is done according to plan, it needs to be **measured**.
- Finally, **analysis** of the measurements be done. Where by the management can change the planning, add more resources, etc.

About ICT performance management-

Basic Concepts

2. Metrics and measurements

Metrics are quantifiable objects used to measure performance.

By analyzing metrics, managers can get feedback on how well their plans are being executed.

Metrics can be strategic, tactical, or operational.

- **Strategic metrics** relate to long-term goals,
- **Tactical metrics** relate to mid-term goals, and
- **Operational metrics** relate to short-term goals.

About ICT performance management- Basic Concepts

Metrics and measurements Cont.

- ***Examples of IT metrics*** include **application availability, number of helpdesk calls, and total cost of desktop ownership.**
- For each metric, multiple measurements can be defined, implemented, measured, and reported.
- Measurements can be automatically generated or gathered through user surveys.

About ICT performance management- Basic Concepts

Metrics and measurements ++

IT performance is measured through various indicators:

a). Key performance indicators These indicators track the IT organization's overall health, including customer satisfaction, employee training, and project success rates.

About ICT performance management-

Basic Concepts

Metrics and measurements ++

b). Financial indicators: These metrics help manage the IT department's budget, like hardware costs, maintenance, and personnel expenses.

c). Service levels: This assess the quality of IT services delivered.

About ICT performance management-

Basic Concepts

3. The IT Performance Management Grid

- This is a tool that visually represents the different aspects of IT performance.
- IT performance can be visualized as a grid where two factors come into play: for example what the IT department can deliver (**IT supply**) and what the business needs (**IT demand**).

About ICT performance management - Terminology Used

Terminology in ICT performance management

This describe the terminology that is basic to IT performance management.

1. IT portfolio. Refers to the collection of all the IT initiatives, projects, and ongoing services within an organization. This includes things like planned applications, ongoing maintenance of existing systems, and new infrastructure projects.

About ICT performance management - Terminology Used

2. IT capability

IT capability refers to an organization's ability to leverage Information Technology (IT) resources to achieve its goals

Examples : CRM functionality, business intelligence, office automation toolset and support, 7 × 24 availability and support, consultancy on dedicated IT solutions,

About ICT performance management - Terminology Used

3. IT asset

IT asset is technology that provides a defined functionality, which is owned by a company and which provides value.

Examples of IT assets are hardware (desktops, servers, network equipment, etc.) and software licenses.

4. IT process

A series of actions or tasks performed in order to provide one or more IT services or IT service components

About ICT performance management - Terminology Used

5. IT architecture

It is an abstract representation in terms of models/ frameworks of the technology that is or will be available to provide output of IT products.

IT Performance Management addresses IT architecture from a performance management perspective.

About ICT performance management

NOTE

- ICT performance management is a crucial practice for any organization that relies on technology.
- By proactively monitoring and optimizing IT performance, you can ensure your systems are reliable, efficient, and aligned with your business goals

2. IT SERVICES AND IT SERVICE PROVISIONING

ICT services are the lifeblood of most modern organizations. They encompass everything from email and file sharing to complex applications and network infrastructure.

IT service provisioning is the process of **designing, implementing,** and **delivering** these services to meet the needs of an organization

E.g. *Structuring; defining and describing* of IT services; *introduction of new IT* services and *Performance management* of IT service

ICT services and it service provisioning-

Structuring IT Services

a). Structuring IT Services

Management and providing ICT related Services requires a clear Understanding IT Structuring which include:

- **Service Categories;** This can be broken into logical categories:
 - i. **Support service** (hardware support, software maintenance, network management),
 - ii. **Business function they support** (sales, marketing, finance), or a combination of both.

ICT services and it service provisioning-

Structuring IT Services Cont.

□ **Service Levels:**

Define different service levels for each category: These levels could offer varying response times, service hours, or included features. (e.g., Basic, Standard, Premium)

□ **Service Catalog Development**

This clearly outline the services offered, their descriptions, service levels, and pricing (if applicable).

ICT services and it service provisioning

Structuring IT Services Cont.

□ **Choosing a Service Delivery Model:**

This will determine how to deliver services. Common models include in-house IT, managed service providers (MSPs), and cloud-based solutions.

□ **Establishing Clear IT Governance:**

This includes policies, procedures, and processes for managing IT services.

ICT services and it service provisioning-

b). Defining and Describing Services and Service Structures

1). Clearly outlining what each service entails is crucial. A well-defined service includes:

- **Service Name:** A clear and concise description of the service.
- **Description:** A detailed explanation of what the service provides and its functionalities.
- **Target Audience:** Who is this service intended for within the organization?
- **Service Level Agreements (SLAs):** Defining the expected performance metrics, such as response times and uptime guarantees.

ICT services and it service provisioning-

Defining and Describing Services and Service Structures

II). Service Structures: Define the different categories and tiers of services offered. This could be based on:

- **Service Category:** Grouping services based on function (e.g., network, security, applications).
- **Service Level:** Offering different tiers with varying response times, features, and potentially cost. (e.g., Basic, Standard, Premium).

ICT services and it service provisioning-

c). Introducing New IT Services

- Adding new services requires careful planning:
 - ▣ **Needs Assessment:** Identify a business need that the new service will address.
 - ▣ **Feasibility Study:** Evaluate the resources, costs, and potential benefits of the new service.
 - ▣ **Pilot Program:** Test the new service with a limited group of users before full deployment.
 - ▣ **Communication Plan:** Inform users about the new service, its benefits, and how to access it.

ICT services and it service provisioning-

d). Performance Management of IT Service Provisioning

- Monitoring the effectiveness of service provisioning is essential:
 - ▣ **Track Key Performance Indicators (KPIs):** Measure metrics like provisioning times, service availability, and user satisfaction.
 - ▣ **Identify Bottlenecks and Analyze** areas for improvement.
 - ▣ **Continuous Improvement:**

Note. Managing service provisioning, IT can ensure services are delivered efficiently, meet user needs, and contribute to the organization's success.

Conclusion

In conclusion, ICT performance management is a crucial aspect of modern organizational success, encompassing Planning, the efficient provision of IT services and Performance Management of IT Service Provisioning

By effectively managing these elements, organizations can optimize their IT investments, enhance operational efficiency, and align IT initiatives with primary organizational goals.

Summary

ICT Performance Management

1. **About ICT performance management**

- Some basic concepts
- Terminologies Used

2. ***IT Service and IT Service Provisioning***

- *Structuring IT Services*
- Defining and Describing Services and Service Structures
- *Introducing News Services*

In the Next Lecture:
Managing IT Cost

References

1. Wiggers, P., de Boer-de Wit, M., & Kok, H. (2004). IT Performance Management. [Routledge]
2. Kauffman, R. J., & Kriebel, C. H. (1988). Modeling and measuring the business value of information technology.



THANKS

