

IT Overall Scorecard

Prepared for:

Pepada Consulting

May 2019

Core IT Metrics: Pepada Consulting

This diagnostic program was developed using the Info-Tech World Class Operations framework, which is made up of IT processes that map to the COBIT standard. This page is a snapshot of key metrics from the IT process landscape within your IT department.

CIO & STRATEGY

	Source	Current Period
Business Stakeholder Satisfaction		-- %
Capacity Satisfaction		-- %
IT Cost, Benefit & Risk Transparency		-- %

VENDOR & FINANCIAL

	Source	Current Period
IT Business Value Satisfaction		-- %
IT Budget		\$--
Percent of Budget allocated to strategic initiatives		-- %

TALENT MANAGEMENT

	Source	Current Period
# of IT Staff		--
\$ Spent on Training & Development per IT Staff		\$--
IT Staff Engagement		-- %

ENTERPRISE ARCHITECTURE

	Source	Current Period
% Defects discovered in production		-- %
Satisfaction with Enterprise Architecture		-- %
% Core IT Processes with Accountability		-- %

INFRASTRUCTURE & OPS

	Source	Current Period
# Hours of unplanned downtime		--
# Service desk tickets resolved		--
Service Desk Satisfaction		-- %

SECURITY & RISK

	Source	Current Period
# Security Incidents		--
Security Maturity Score		-- %

APPS

	Source	Current Period
Application Satisfaction		-- %
# Supported Applications		--
Client Facing Apps Satisfaction		-- %

DATA & BI

	Source	Current Period
Report & BI Satisfaction		-- %
System Data Quality Satisfaction		-- %

PPM & PROJECTS

	Source	Current Period
Project Satisfaction		-- %
IT Capacity Satisfaction		-- %
PPM Maturity Score		-- %