Practical Software and Systems Measurement

A foundation for objective project management

Measuring What matters: Mission and Business Outcomes

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Measuring What matters: Mission and Business Outcomes

- How would you show that what you are working on is providing value to anyone outside your immediate organization?
- How would you show that all of the work, all of the process improvements, or all of the investment in tools or methodologies actually did anything to improve mission or business performance?
- Clearly, we believe that measurement would be the correct approach to providing objective insight into performance improvements, but what do we measure?

Objectives of the Workshop

- This workshop will explore a strategy for creating a set of interdependent measures that provide a "line of sight" from the software applications (either through development or acquisition) to the mission or business outcomes.
- The motivation for this measurement strategy is to show how developed or purchased IT products are impacting the rest of the organization and, therefore, show the business value provided by IT.

Workshop Format

- Agenda
  - The workshop will start with a short presentation followed by discussion of different topics in pursuit of the workshop objectives.
- Techniques that will be used
  - The workshop is open to everyone with no prior preparation required.
  - Please bring your thinking cap and your favorite beverage
  - Plan on contributing your ideas in a relaxing and informal discussion group.
  - No animals or plants will be hurt or otherwise harmed when employing these techniques

Intended Output

- The workshop will explore the possibility of creating (by actually attempting to create) a PSM-style ICQ table patterned after the presented strategy.