

Measure the right things and you improve the business. Measure the wrong things and you waste time and money. Like all functional business areas, IT struggles to understand what metrics to measure and for whom. Since most of us did not get a degree in Data Science, once we have the data, we need a way to make sense of it all without being overwhelmed. We need a way to bring the relevant metrics to the forefront and simplify the measurement and analysis processes.

### Our Focus

You can't manage what you don't measure. But you need perspective to know what metrics will really provide insight and drive improvement – and when things are good enough and it's time to move on. We help IT view all aspects of IT performance at different levels, regardless of IT maturity or resource level. To give your teams the information they need to set clear expectations of delivery targets with all corporate stakeholders.

### Our Approach

Paragon has developed a proven framework for metric definition and measurement. It is designed to provide meaningful insight to all stakeholders – business and IT. It ensures that the most effective measures are adopted as the maturity of the organization grows. Data will be identified at its source to introduce and support valid metrics. Some of these metrics will convert to Key Performance Indicators. The KPIs support alignment to business goals through Critical Success Factors (CSF). With this information each level of the organization can focus on common business outcomes and set appropriate targets for quantifiable improvement. Each of the metric levels complement each other; the lower the level the more granular the focus. As actions are taken based on low level metric guidance, the impact rolls up to upper levels, as well. This moves the needle no matter what your IT responsibilities may be.



### What You Can Expect

A holistic view that helps you focus your time and resources. We start by looking at foundational measures that depict the current business value IT brings. That lets you determine what tactical efforts support the bigger picture focus to help IT become the partner the business deserves.

- ▶ **Executive Leadership:** Metrics consider a collective view of your organization, the processes they serve, technology investments made, and various aspects of business alignment. Data is correlated across all these areas and within the context of your market and company size to determine whether your costs and risks are commensurate with your performance.
- ▶ **Senior Management:** Measurements and metrics ensure that there are consistent, collective behaviors across IT. Behaviors to support the effective governance of all IT operations.
- ▶ **IT Departments:** Within the context of each unique IT discipline, skills and practices you'll be able to identify the factors that depict the 3 V's: volume (size), velocity (speed) and variety (differences). This information supports areas of improvement across all IT functions and gives you the necessary insights to hold every department accountable to a similar standard of improvement that contribute to the overarching IT and business goals.

### About Paragon Solutions Group:

Paragon Solutions Group helps IT teams more effectively interact with the rest of the business to enable growth and agility. Our progressive approach to IT maturity and our focus on measurable outcomes provides IT organizations with the perspective, methodology and tools to build a strong foundation that serves and is valued by all of IT's stakeholders.