

# *Forward Velocity Webinar*

Presented by Full Sail Partners



# Agenda

1. WebEx Instructions
2. News & Calendar of Events
3. Presentation on KPIs for Managing Projects



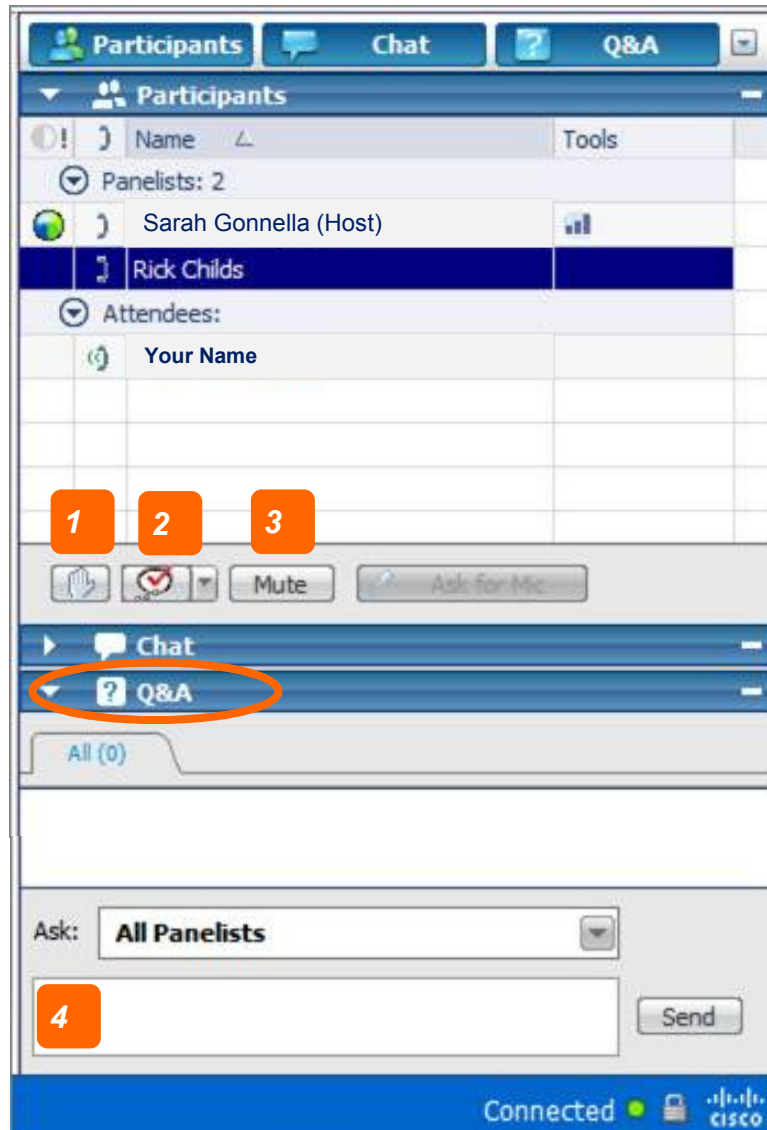
# WebEx Instructions

## Instructions:

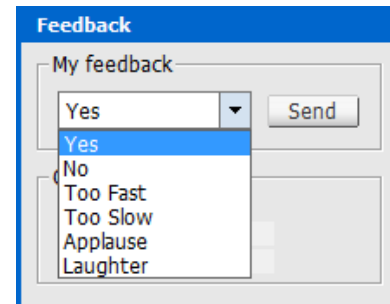
- 1. Call 1-650-479-3207**, you will be prompted to enter the meeting number, you will then be prompted to enter your attendee number, **please wait until the you have heard all of the instructions before entering your attendee number.** The meeting number and your attendee number can be found on the **info tab** of the WebEx Event Center screen.
- 2. All lines are muted upon entry into the call.**
- 3. Once you have called into the meeting, please make sure you have the phone handset symbol next to your name in the WebEx Event Center screen, Participant Panel under Attendees.** If you do not have the symbol, please hang up and call back (you do not need to exit the meeting to do so). Make sure you enter the correct attendee number when calling in, this will allow us to unmute your line should you want to ask a question during the meeting. If you are using VIOP we will not be able to unmute your line.
- 4. Event materials will be sent after event.**



# WebEx Instructions



1. **Raise Hand** (be sure to click again to remove raised hand or feedback information)
2. **Feedback Tool** (use for yes/no questions or to provide the speaker feedback).



3. **Mute** (mute yourself when you need to talk to someone in your office or put the line on hold)
4. **Q&A** (Type in the Q&A dialogue box [Not Chat] to ask a question. Be sure to choose All Panelist)



# News & Calendar of Events

## **Maximize. Grow. Plan. Evaluate.**

Our Forward Velocity webinars are focused on topics to move your firm ahead of the competition and provide insight on how to take action at a rapid speed. Be in action with your business and reach full sail!

### *Yearly Schedule:*

**Maximize** | January, February, March

**Grow** | April, May, June

**Plan** | July, August, September

**Evaluate** | October, November, December

*All events are virtual webinars held at 1:30pm ET.*



## News & Calendar of Events

08/23/12 | Project Navigator & Mobile Timesheet App

08/30/12 | Evaluate Your Infrastructure: Disaster Recovery & IT

09/13/12 | *In Development (TBD)*

09/27/12 | *In Development (TBD)*

**SAVE THE DATE**



# News & Calendar of Events

**10/15-18/12 | Deltek Insight Conference**

**Tell Us Your Story to Enter & Win a Registration to Insight!**

Do you have a story to share about your experience with Deltek Vision or about your consultant or sales person? We want to hear it!

<http://www.fullsailpartners.com/events/deltek-insight-conference/>



# News & Calendar of Events

## Blog Articles ([www.fullsailpartners.com/FSPblog](http://www.fullsailpartners.com/FSPblog))

- KPI Insight for Project Managers
- Kona: A Free Communication and Collaboration Software Tool
- Take the IT Challenge! Can your firm pass? Check out our blog article to test your firm.
- Who Ya Gonna Call? ...for Deltek Vision Support?
- Mobile App for Deltek Vision Timesheet. Did you know it's available?





# News & Calendar of Events

## Did You Know?

Need to quickly export information without running a report? Use the Grid View option in version 6.0 or higher. This option allows you to sort by field, filter information by column, and then export in Excel. A real time saver! This feature is available in all info centers and can be located on the application navigation menu.

## Connect with Full Sail Partners:

 LinkedIn: <http://www.linkedin.com/company/full-sail-partners>

 Twitter: <http://twitter.com/#!/reachfullsail>



***For more information contact:***

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**888.552.5535 x102**

**[info@fullsailpartners.com](mailto:info@fullsailpartners.com)**

Hearing what you have to say, whether criticism or praise,  
helps us provide you better information and service.

Please fill out the survey and provide your feedback.



# KPIs for Managing Projects

Presented by Mark Lovstrom with Full Sail Partners



# Poll Results

**1. Do you have real-time KPIs available through reports or dashboard?**

- Yes – 58%
- No – 33%
- Unsure – 8%

**2. What KPIs are you currently using? (check all that apply)**

- AR – 75%
- Chargeability/Utilization – 66%
- Effect Multiplier/Direct Multiplier – 58%
- Earned Value – 8%



# What is a KPI?

A KPI is a Key Performance Indicator.



# Definition of a KPI

**Key Performance Indicator Definition:** A Performance Indicator that helps a company, business unit or employee achieve goals through the definition and measurement of progress.

- **Relatively Simple**
- **Easy to Understand**
- **Informative**
- **Focused**



# Type of Indicators

## Quantitative

- Any Number

## Practical

- Shows Progress Toward a Goal

## Directional

- Good or Bad

## Actionable

- Indicates something needs to change

## Financial

- Performance Measurement



# Project Manager KPIs

- **Outstanding AR**
- **Employee Utilization**
- **Direct Multiplier / Effective Multiplier**
- **Revenue**
- **Customer Satisfaction**





# Outstanding AR

## Average Age of AR

- Average AR over time - expressed in Days

## Dollars over 30/60/90 Days

- Breakdown of dollar amounts in each time period – expressed in currency

## Total Amount

- Total amount of outstanding AR – expressed in currency



# Employee Utilization

## Target vs. Actual Utilization for Project Team

- The average utilization for the project team compared against the average target utilization for the project team – expressed in percentage

## Target vs. Actual Utilization for the PM

- The average utilization for the project manager compared against the average target utilization for the project manager – expressed in percentage

## Why does the PM Care?

- This is a predictor of future schedule performance. If everyone is under utilized, why is my project behind schedule?



# Direct Multiplier / Effective Multiplier

## Direct Multiplier / Effective Multiplier

- *Definition:* The amount of revenue earned for each labor dollar spent
- *Example:* Effective Multiplier = 3.26. We have earned \$3.26 for each labor dollar spent on this project

## Direct Multiplier / Effective Multiplier vs. Target Multiplier

- Target Multiplier can be set at different targets for each business unit or project
- Target Multiplier includes all overhead and additional profit



# Customer Satisfaction

## Qualitative Measurement

- Requires feedback from client
- Quantify the feedback (use a number scale)

## Did we meet (or hopefully exceed) the clients' expectations?

- Schedule
- Quality
- Price
- Would you do business with us again?



# Caution!

- **Simple is Better!**
- **Fancy Dashboards and Graphs are not Necessary (at least to start with!)**
- **Holistic View**
  - Where does the data for this indicator come from?
  - Are we missing something?

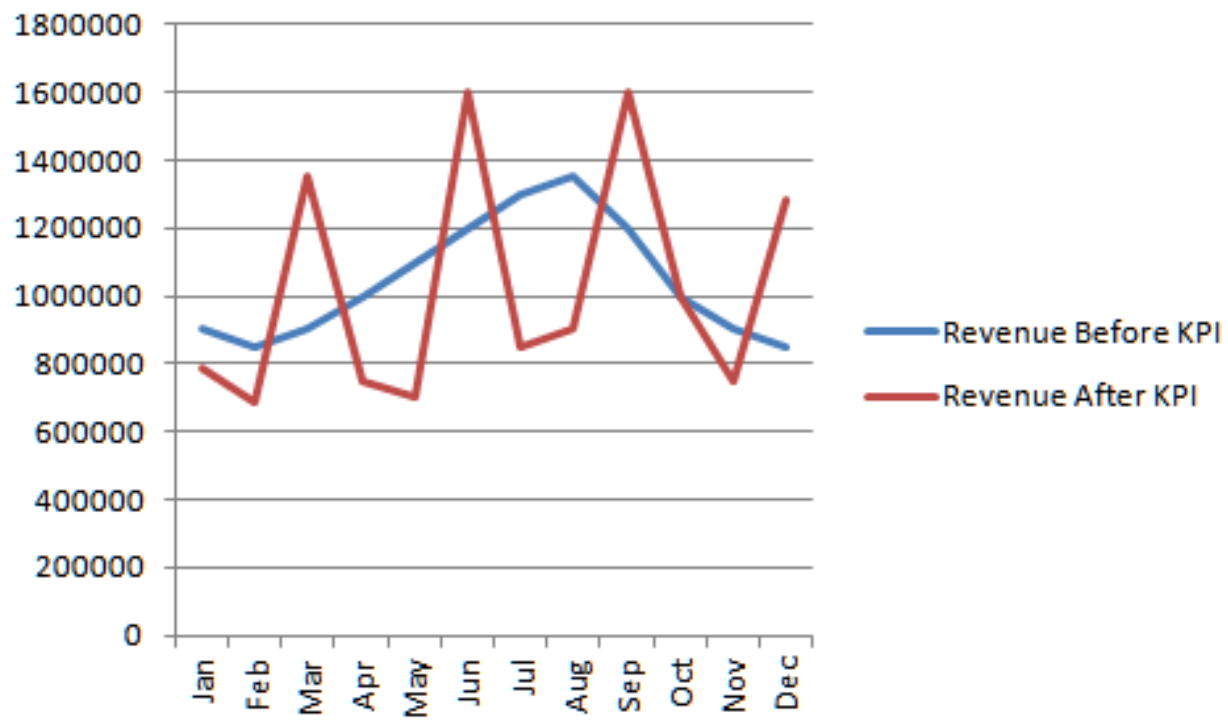


# Unintended Consequences and Do I Still Get the Quarterly Bonus?

- **Goal** – Increase Revenues
- **Method** – Set reasonable quarterly revenue targets for each PM to make.
- **Carrot** – A generous bonus will be paid to each PM based upon the amount
- **Stick** – No meet Target – No Bonus for You!
- **KPI** – Total Revenue by PM
- **Revenue Recognition Method** – Percent Complete reported by PM



# What Happened?



# Examples

## Vision Examples





# Review

- **Simpler!**
- **Set reasonable targets and adjust them if needed**
- **Spend some time testing – then spend some more time testing**
- **5 or less = “Key” – the rest are just “Performance Indicators”**

