



RESULTS
Technology Group

TECHNOLOGY INITIATIVES: HOW DO YOU MEASURE SUCCESS?

Quantitative Metrics

Implementation Team

Management's Role

QUANTITATIVE METRICS



QUANTITATIVE METRICS

- Project Metrics
- System Metrics
- Performance Improvement Metrics



QUANTITATIVE METRICS

- When do project milestone dates get established?
- Application uptime (how many 9s?)
- Application responsiveness (how many milliseconds)
- Fact-based Decision Velocity
- Revenue Growth
- Expense Reduction
- Headcount Stabilization



IMPLEMENTATION TEAM



IMPLEMENTATION TEAM

- Full-time Participation
- A-list performers
- Protection After the Project
- Cross-functional
- Incentivized
- Change Evangelists





USER ADOPTION SUCCESS

USER ADOPTION SUCCESS

- Carrots vs. Sticks
- Departmental Competition
- Skepticism vs. Cynicism
- Implementation Team Re-entry
- Management Commitment





READING LIST

GO PUT YOUR STRENGTHS TO WORK BY MARCUS BUCKINGHAM

THE SPEED OF TRUST BY STEPHEN COVEY

JUST LISTEN BY MARK GOULSTON

DECISIVE BY CHIP HEATH AND DAN HEATH

OUR ICEBERG IS MELTING BY JOHN KOTTER AND HOLGER RATHGEBER

THE FIVE DYSFUNCTIONS OF A TEAM BY PATRICK LENCIONI



THANK YOU!

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Providing software evaluation, selection, negotiation, and project management services