KPI Consulting

OpsDog Case Studies

Client A

(Timeframe: 3-6 days)

....

Mid-Size Utilities Provider

North America

....

OUR CUSTOMER:
Director of IT Operations

PROJECT DESCRIPTION:

Selection of high-value KPIs for in-scope business units and development of detailed KPI documentation. With a focus on IT, the client required detailed KPI specifications to ensure application developers could properly implement data in management dashboards.

SCOPE OF PROJECT:
– Operations & Maintenance
– Engineering
– Energy Efficiency Programs
– Information Technology
– Finance
– Customer Service

DELIVERABLES:
– Customized KPI Encyclopedia (PDF)
– Detailed KPI Documentation (PDF, Excel)

OUTCOME:

Our team drew on previous experience within the utilities industry to recommend a set of valuable KPIs for each in-scope organizational area. We then worked with employees from each area to validate the KPIs. Finally, we built detailed documentation that outlined how to capture and calculate each selected KPI.

Client B

(Timeframe: 4 weeks)

....

Large Manufacturer

EMEA Region

....

OUR CUSTOMER:
Chief Technology Officer

PROJECT DESCRIPTION:

Research and development of KPIs to measure IT Department effectiveness, from an end user perspective. This required detailed KPI documentation to assist the client in extracting and calculating selected KPIs to measure IT performance on a regular basis.

SCOPE OF PROJECT:
– Application Management
– Desktop Support
– Infrastructure Management
– Security Monitoring

DELIVERABLES:

– Customized KPI Encyclopedia (PDF)

– Detailed KPI Documentation (PDF, Excel)

– Data Capture Sheets (Excel)

OUTCOME:

Our team worked collaboratively with IT leadership to develop a set of 50 KPIs to measure performance across the selected IT functions. Once the set of KPIs had been agreed-upon, we developed highly detailed documentation to assist IT staff in performing the appropriate calculations to derive the KPIs. We also developed manual data capture sheets, or templates, to track data that could not be generated in an automated fashion.

Client C

(Timeframe: 10 weeks)

....

International Financial Exchange

EMEA Region

....

OUR CUSTOMER:
Chief Risk Officer

PROJECT DESCRIPTION:

Research and development of detailed metrics and related documentation for use in risk management across the organization. Each metric, over 800 total, required a full page to detail the definition, calculation formula, measurement rules, etc.

SCOPE OF PROJECT:
– Information Technology
– Information Security
– Finance
– Procurement
– Human Resources
– Capital Market Operations
– Legal & Compliance

DELIVERABLES:

– Customized KPI Encyclopedia (PDF)

– Detailed KPI Documentation (PDF, Excel)

– Executive-level KPI Summary (PPT)

OUTCOME:

Our team collaborated with the Chief Risk Officer over the course of two months to develop a set of use-able, easy-to-understand metrics to monitor risk throughout the organization. The information is being used to design management dashboards & prepare for an upcoming initial public offering (IPO).

---

opsdog