



Why measure IT performance?

Is IT failing your business?

In a Gartner survey of financial executives:

Only **35%** see IT as a strategic driver of business performance.

Only **28%** said IT fulfills what is asked of it.

Only **8%** view IT as a key contributor to the enterprise's competitive position.

Only **4%** view IT as transformational.

Joint study by Gartner, Inc., Financial Executives Research Foundation (FERF) and the Committee of Finance & IT (CFIT) of Financial Executives International (FEI), July 2011

Or is the CIO?

Nearly **1 in 5** CFOs believe the CIO role is endangered and will disappear within 5 years.



Getronic report: Is the CFO the new CIO? <http://getronics-uk.com/knowledge-share/news-and-events/changingcfo.php>

Become a partner to the business

More than **2/3** of high IT performers recognize the strategic role of IT in meeting core business objectives.*



8X

Demonstrate how IT is adding value

High IT performers are **8X more likely** to measure the benefits realized from IT governance projects.*

Improve agility

At high-performing IT organizations, real-time customer data is **80%** more accessible than at average IT organizations.*

80%

more accessible



Decrease costs

By improving IT performance, HP customers saved:

- **\$5M/yr** by cutting mean time to resolution from hours to seconds
- **\$19M/yr** through 50% lower software testing costs
- **\$32M/yr** in change management labor costs

Improve service delivery

High IT performers provide IT services via a standard, well-defined services-based catalog at **twice the rate** of average IT organizations.*

* "Mind the Gap: Insights from Accenture's third global IT performance research," 2010

Meanwhile, pressure on IT is mounting



And competitors are gaining ground



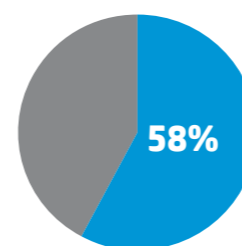
† HP research

How industry leaders define IT performance

In a recent poll, our community defined IT performance as: ††

- 48%** business alignment
- 8%** customer satisfaction
- 7%** operational excellence
- 18%** it depends on who's asking

†† LinkedIn discussion groups: HP Discover Performance and CIO Network



58% of CIOs are currently focused on aligning IT initiatives with business goals.

2011 State of the CIO Survey, CIO Magazine, January 2011



Approximately 7 out of every 10 IT decision makers believe that good customer service is more important to their companies than managing costs.

Enghouse Interactive survey, reported in ZDNet.com

Tell us how *you* define IT performance

1. LinkedIn: Answer the Discover Performance group discussion poll



2. Tweet your answer using #ITperf

3. Comment on these blogs:



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