




KPI's to highlight risk, reduce waste and accelerate ITAM progress

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LET'S TALK!




Joseph Kaufman
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What ITAM issues are important to you?



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KPI Value Proposition

"If you want to improve something, measure it."

Financial/Compliance Risk Security Risk ITAM Maturity

Inventory with duplicate Computer Name

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Strategic and Operational Goals tie to ITAM Maturity

Strategic

- Cost
- Risk
- Capability

Operational

- Minimize mistakes
- Repeatability
- Processes

Task

- Harvest
- True Up
- Optimize

Continuous Improvement
Who, What, How

Personas, Roles, Perspective

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Indicators that measure progress and improvement

Accuracy Validity

What is slowing down progress toward goals?

Is there a misalignment of goals?

Prioritize KPI's based on Goals

Reevaluate KPIs

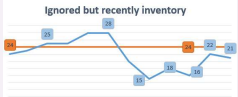
Out of Date Inventory

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Impactful Communication

Understand your audience's needs, goals, & language



Speak to their goals not your discipline


Provide context so the indicator is understood



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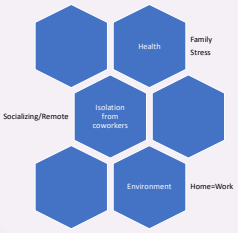

Trends Tell the Story over Time



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Pandemic's Impact

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IMPORTANT POINTS

- If you want to improve something, measure it.
- ITAM KPI's to organization and personal goals
- Reevaluate accuracy and validity of KPI's




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