

**“Critical Success Factors for
Developing and Implementing a
Contractual Metrics Program”**

**Melinda Ayers
EDS**

and

**Dawn Coley
EDS**

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Critical Success Factors for Developing and Implementing a Contractual Metrics Program

Melinda Ayers and Dawn Coley,
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Agenda

- Contract Overview
- Metrics Implementation Critical Success Factors (CSF)
- Summary

Contract Overview

- Multi-Year Agreement to Provide IT Systems and Services
- Sector Contract Renewal under Master Agreement

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3

Contract Overview (con't)

- Four Key Elements
 - Cost reductions
 - Metrics
 - Technical and process capabilities
 - Pricing model

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4

Contract Overview (con't)

- Identified Metrics
 - Critical applications quality indicator
 - Project management and delivery
 - Disaster recovery
 - Help desk services
 - Problem and change management

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5

Contract Overview (con't)

- Identified Metrics (con't)
 - Batch processing
 - Request fulfillment
 - Provider personnel competency
 - Customer satisfaction

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6

Metrics Implementation CSF

- Timely and Robust Definition of Requirements
- Training and Education
- Pre- and Post-Implementation Support

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7

Timely and Robust Definition of Requirements

- Defining a Measurement Process
 - Step 1: Identify the purpose
 - Step 2: Develop the criteria
 - Operational definitions
 - Embedded terms
 - Measurement criteria

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8

Timely and Robust Definition of Requirements (con't)

- Defining a Measurement Process (con't)
 - Step 3: Research measurement techniques
 - Step 4: Develop design concepts
 - Step 5: Review the design
 - Step 6: Develop the detailed design

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9

Training and Education

- IT Organization
- Customer

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1
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Pre- and Post-Implementation Support

- Pre-Implementation Activities
- Post-Implementation Activities

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1

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