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Measure What Matters - Key Performance Indicators

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Abstract:

Agency leadership teams should be tracking Key Performance Indicators (KPIs) to help automate their automation roadmap by evaluating the current state of IT, identifying problem areas that need new innovation, and then measuring the outcomes of newly implemented solutions. By focusing on specific metrics for new solutions, Moveworks enables service teams to understand the addressable impact these new solutions can achieve by correlating service & processing times with natural language within service requests (tickets), which allows leadership teams to address problem areas based on data, not just opinions. This approach helps in setting objectives and measuring key performance indicators, ensuring that leadership and individuals can fully comprehend the agency's IT, program, and project investments, thus empowering the agency workforce to help drive mission success in the most efficient ways in their day to day operations.