



Measurements and Metrics

ITILv3 Foundations

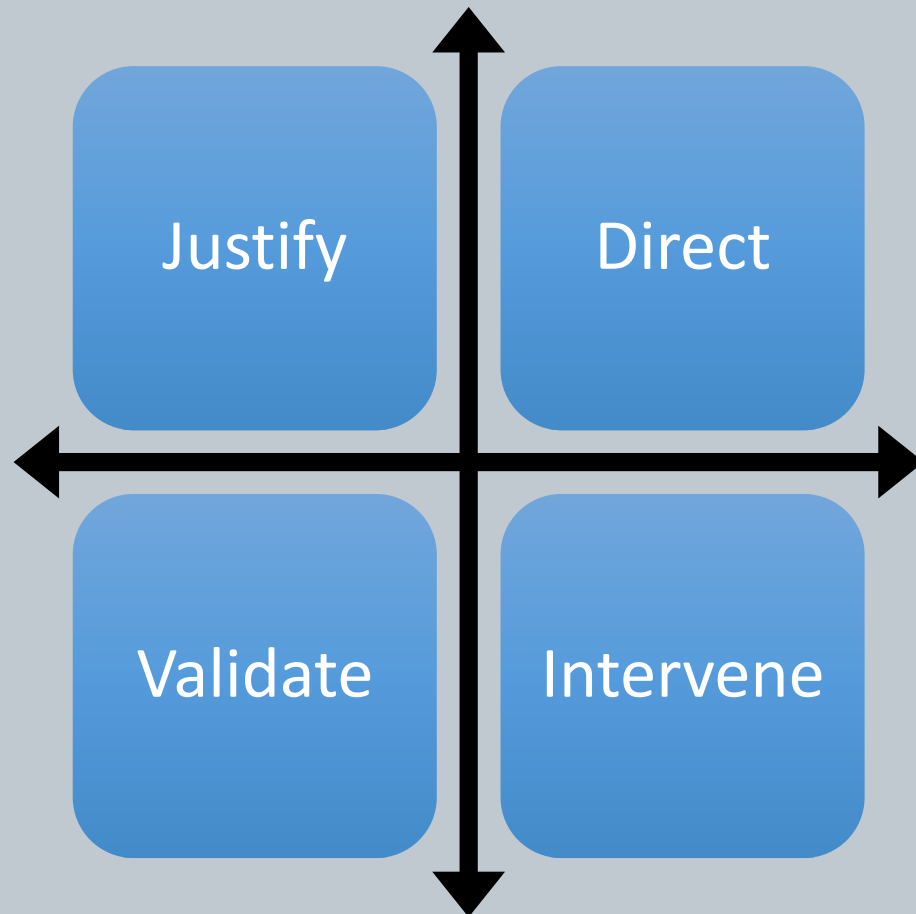
<http://www.jasondion.com>

Measurement

- To validate previous decisions
 - Provide evidence that we are doing things right
- To direct activities by setting targets
 - Are we meeting the SLAs?
- To justify a course of action
 - Provides evidence that a path is the right one
- To course correct errors
 - What do we do when a threshold is breached in Event Management?



Measurement



Metrics

- Measure that is captured and reported on a given service, process, or activity
- Technology Metrics
Component or application-based like server availability or application performance
- Process Metrics
Capture using process workflow management tools
- Service Metrics
Measures end-to-end experience using service management tools



Key Performance Indicator (KPI)

- Metric used to help manage an IT service, process, or activity
- Quantitative or Qualitative
- KPIs are supported by metrics



Critical Success Factor (CSF)

- Something that **MUST** happen for an IT service, process, or activity to succeed
- CSFs are supported by related KPIs



Objectives

- Establish the reason for measurement
- Measurements themselves have no value, their only value is to support achievement of a specific objective



Measuring Objectives

