**4. Key metrics for enabling assessments of IT performance:**

* Average time to turn strategic enterprise objectives into an agreed-upon and approved initiative.
* Number of incidents caused by incorrect business decisions based on inaccurate information.
* Level of business-user understanding of how technology solutions support their process.
* Satisfaction level of business-users with training and user manuals.

**5. Identify the need for guidelines and map the system development life cycle for the problem identified.**

Clarify the flow of activities, allocation of tasks, need for information, interactions and reduce the surface area of contact users have with the underlying systems and processes

* Set expectations on how the new or changed approach can be used to enable the business
* Enable the subjects to integrate a release into their business processes and services
* Reduce variations in the predicted and actual performance of the transitioned services and processes
* Reduce the known errors and minimize the risks from transitioning the new or changed services and processes
* Ensure that the service or process meets requirements

**6. Define factors influencing an SDLC risk**

* Difficulties for determining the final expectations from the changes that will be applied.
* The changes cannot be put in place using the current available technology, knowledge and resources.
* It might take too much time to make people adopt the new cultural changes.