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# ***Management Metrics – How do we know that Management is working?***

Wing To  
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## Management metrics must align to the business

- Businesses are measure by revenue
  - Revenue comes from selling products and services
  
- OSS Management will be measured by how they contribute to this
  - How quickly can we build and deploy new services?
  - How can we reduce the opex for required to support these services?

## Examples

- Achieve exceptional customer service
  - Reduced MTTR
  - Ensuring high availability of services
- Cost reduction
  - Consolidation of operation centres
  - Fewer staff required
  - Reduced professional services costs
- Revenue growth
  - Faster provisioning of services
  - Dynamic ability to create and trial new services

## Can we build a capability maturity model for management?

- Essential as management KPI's should be based on processes and tools
- There exist models for process
  - eTOM and ITIL
  - Could these be a basis for a checklist?
  - We need to build KPI's for these CMM (how do we know the 'lean operator' is 'lean')
- KPI's based on processes and workflows are an ideal foundation for measuring automations

## Are there any purely technology based metrics?

- If we must have technology benchmarks keep them simple and specific
  - Event throughput
  - Event latency
  - Number or managed entities
  
- Don't be fooled these can still be misleading

## Summary

Any management metrics must demonstrate directly the business value of a management system