

# Sacramento



## Newsletter



### ***Managing through Metrics*** by Evelyn Milani, President InfoSYS Inc

Football season has arrived once again and fall is in the air. Corporate America prepares budgets ----financial performance of the organization and shareholder value. How does the role of the Service Desk impact the overall success of the organization? How do you track your performance? Consider metrics- The Help Desk Institute describes how companies use metrics. "The intent of Metrics is to give strategic direction to management. Think of a "balanced scorecard" and the way it should be used will depend on an organizations business and strategic goals."

How does the Service Desk participate in the success of an organization? We are not just showing up to answer phones. We are providing our customers the ability to do their work better and faster and ultimately our company's customers receive better service.

Using a metrics "scorecard" will bring to light any warning signs, standardize calculations, provide a "how to" implementation, and highlight that it all needs to be aligned with the organizations strategic goal. In CIO Magazine, Accenture's CIO Frank Modruson says that "CIOs must create metrics that show the business how IT is Measure IT's overall performance using a scorecard, he suggests. This

should cover IT's contribution to the business, project sponsor and employee satisfaction, and IT spending on operating costs versus new technology investments.

Another best practice: Create a business case for each IT initiative, highlighting costs, benefits and business processes to be affected, he says. Then IT needs to report on the initiative. At Accenture, Modruson's IT team measures the results of a project for three years after completion, highlighting achievements and pointing out hard and soft benefits. "This shows us where IT is strong, where it is weak and where [we] should be investing," he says. CIO Magazine goes on to say that the highest-performing companies in the study (as measured by 33 criteria such as effectiveness of skills management and leadership in technology innovation) were more willing to invest in new technologies, such as SOA and Web portals. They were also more likely to throw out rather than tweak applications that didn't meet business needs, Modruson says. The HDI offers a complete series of reference guides to be purchased with your membership to provide ease of implementing a standardized metrics program.

### **Sept. 2007 Issue**

What's in this month  
Newsletter:

***Managing through Metrics***

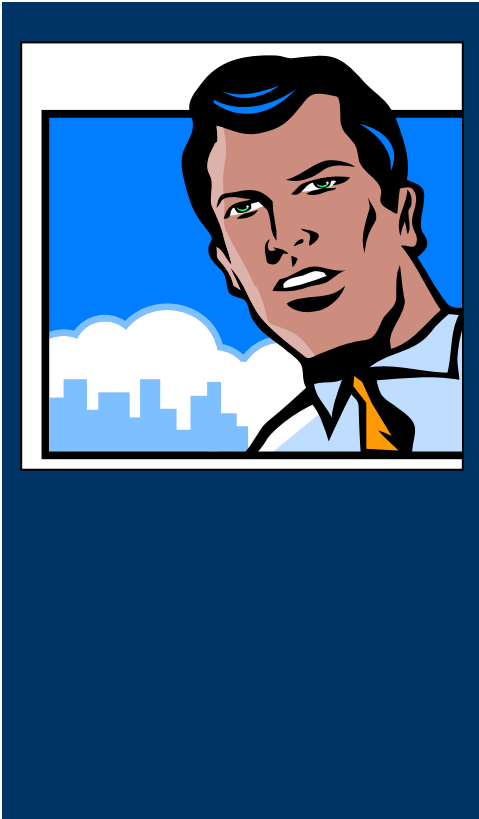
September HDI Meeting  
Location and Agenda

Calendar

Sponsor



# September HDI Meeting Location and Agenda!



Heald College  
2910 Prospect Park Drive  
Rancho Cordova, CA  
95670

Directions from downtown:  
Take Hwy 50 East to  
Zinfandel Drive.

Exit at Zinfandel Drive, stay  
in the middle lanes.

Continue straight across  
the intersection onto Gold  
Center Drive.

(Do not turn left or right  
onto Zinfandel)

Turn left on Prospect Park  
Drive.

Continue along Prospect  
Park Drive to Heald  
College.

## Agenda

**2:15-3:00pm** Meet and Greet  
(Optional) Join the chapter officers,  
members, and guests for  
refreshments at this informal  
networking opportunity.

**3:00-3:15pm** Welcome &  
Announcements

**3:15-3:30pm** Sponsor Introduction

**3:30-4:30pm** Round Table  
discussion

**4:30pm** Door Prize drawing

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*This month's agenda:*

We will be holding a Round Table to discuss some of the challenges you face on a daily basis. It will also help us plan for the 2007-2008 Chapter year. Come by and let us know what's on your mind and things you'd like to discuss. We'll bring in speakers to help address those every day issues.

This is an opportunity for our members to voice issues that are important in today's service environment. We need to hear from you! This will give us the opportunity to make sure and engage speakers and guests to speak to your most critical issues.

# October 2007

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18 HDI Meeting!	19	20
21	22	23	24	25	26	27
28	29	30	31			

## Sponsors

September Sponsor is  
Sacramento Help Desk Institute