IT Trends Study: Most-Used Performance Measures for CIOs and In-House IT

Ever wonder what the most important and widely used IT performance measures are for CIOs and in-house IT? In this year’s IT Trends Study, SIM members were provided a list of 33 metrics and asked to “select up to three ... for internal IT, outsourced IT, and their own performance.”

The results are quite revealing. The performance metrics for CIOs and internal IT have striking similarities, as well as differences. “User satisfaction,” “value of IT to the business”, and “availability (uptime)” are top five measures for both CIOs and in-house IT. Two of these three focus on business performance, providing evidence of IT becoming more focused on the business. A trend supported by many of this year’s findings.

But while internal IT has ”projects delivered on time” and “help desk performance” in its top five, CIOs uniquely have “IT’s contribution to strategy” and “innovative new ideas” in theirs, pointing to the increasing role of IT leaders in strategy, value creation, and innovative improvements to the organization. Moreover, the CIOs only technical performance measure, availability, is their fifth ranked, while that is number one for in-house IT. Thus, the top four performance measures for CIOs are all business focused.

So keeping the lights on, as always, is critical to IT and CIO success; but more and more, we see the more evidence of the importance of IT making significant contributions to business operations and strategy.

Do you want to know more about the performance measures for CIOs, Outsourced IT, and Internal IT? We cordially invite you to attend the SIM IT Trend Study presentation during SIMposium in Denver, highlighting other important findings from this year’s Study.

Watch for some important news after SIMposium from the IT Trends Study team too. For more information about the Study, please visit: http://www.simnet.org/ITTrendsStudy.