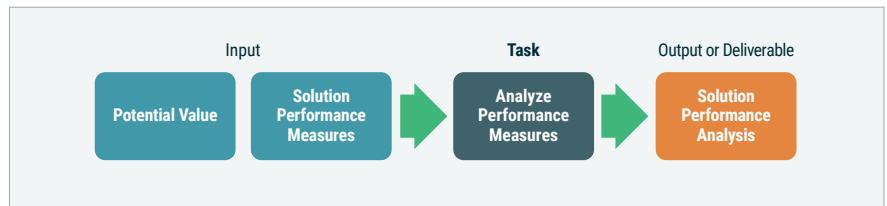# Analyze Performance Measures

Reference (Guidelines and Tools)

The following resources, if they exist, can be used to transform inputs into outputs:

- Change strategy
- Future state description
- Risk analysis results
- Solution scope

Task Inputs and Outputs

Input		Task	Output or Deliverable
Potential Value	Solution Performance Measures	Analyze Performance Measures	Solution Performance Analysis

Purpose or Need

To provide insights into the performance of a solution in relation to the value it brings.

Value

To understand whether the solution is bringing the intended value.

Solution

Results of the measurements collected and analyzed.

Techniques

Frequently used techniques:

- Acceptance and evaluation criteria
- Data mining
- Metrics and KPIs
- Observation
- Root cause analysis

Refer to the *BABOK Guide* for the complete list of techniques.

Stakeholder

Typically involves sponsors, project managers, subject matter experts, and any additional stakeholders identified.

Description of Change

This task examines information on a solution's performance, verifies its accuracy, and assesses the value it delivers to the enterprise and stakeholders. It also determines whether the solution is meeting business needs.

Consider...

Meaningful performance measures help drive valuable insights for improvements for various initiatives.

Example: Consider a team making ongoing improvements to an existing business process. Making minor changes minimizes disruption for customers and allows the team to measure the effectiveness of those changes. New insights can lead to minor changes that can be measured and analyzed. This can be repeated until the desired value is achieved.

See *BABOK Guide* – 11.5 The Business Process Management Perspective

Certifications: CCBA, CBAP – Refer to the *BABOK Guide* for study purposes