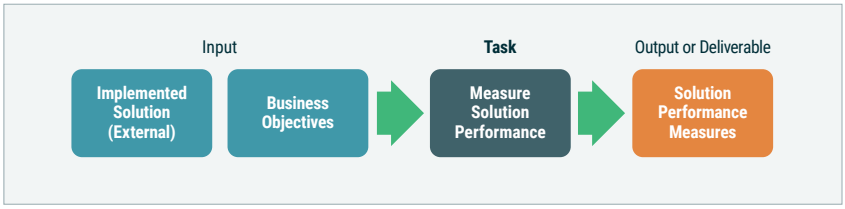
Measure Solution Performance

Reference (Guidelines and Tools)

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

- Change strategy
- Future state description
- Requirements (validated)
- Solution scope

Task Inputs and Outputs



Purpose or Need

To define performance measures and use the data collected to evaluate the effectiveness of a solution in relation to the value it brings.

Value

The ability to measure the solution's performance against various metrics, such as stakeholder satisfaction, process efficiency, and financial outcomes.

Solution

Measures that provide information on how well the solution is performing or could potentially perform.

Techniques

Frequently used techniques:

- Acceptance and evaluation criteria
- Benchmarking and market analysis
- Metrics and KPIs
- Non-functional requirements analysis
- Financial analysis

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

Stakeholder

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

Description of Change

This taskdefines the most appropriate way to assess the performance of a solution, including how it aligns with enterprise goals and objectives, and performs the assessment.

Consider...

Measuring performance is often the starting point when a facet of an enterprise is underperforming. Good analysis can identify appropriate metrics that can provide valuable quantitative data.

Example: Key performance indicators (KPIs) and objectives and key results (OKRs) can be used to quantify issues and establish accurate evaluation parameters for an analytics model that can, in turn, be used to answer important research questions.

See *Guide to Business Data Analytics* – 2.3.4 Perform Data Analysis

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