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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