IS dashboards, managing performance

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SII-348   2 Days (14 Hours)

Description

This course will show you the benefits of dashboards for managing the performance of your information systems. You will learn to choose the relevant indicators according to your needs and objectives in order to measure the quality of user services, maintenance, operation and studies.

Who is this training for ?

For whom

Information systems directors, any other IS manager, engineers, project managers and any other actor concerned with managing IS performance.

Prerequisites

Aucune

Training objectives

- Characterize the stakeholders of the system, their objectives, their points of view, their views and their indicators
- Analyze frequently encountered problems
- Describe the system to be managed in an operational modeling

Training program

Introduction

- The role of the dashboard.
- Formalization of objectives.
- Define the indicators.
- Integrate the components of performance.
- Relevance of IS indicators.
- Use dashboards.

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We are at your disposal : De Lun - Ven 09h00-18h00

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Le tableau de bord des services utilisateurs

- IT approach versus information system.
- Study of user productivity.
- Hidden costs.
- Analysis of frequently encountered problems .
- User satisfaction.
- Link between service level and budget.
- Main dashboard indicators.
- Practical work Collection of information.
- User service-oriented dashboards.

Le tableau de bord de la maintenance

- Project management and application maintenance.
- The traditional maintenance curve according to the application lifecycle.
- When to replace its applications?
- Evaluate the quality of maintenance.
- Non-investment in the devaluation of IT assets and the increase in maintenance costs.
- Key indicators of the maintenance dashboard.
- Exercise: Monitoring the application lifecycle.
- Measuring maintenance quality.

Le tableau de bord de l'exploitation

- Manage operations effectively.
- Case of availability: technical vision versus user vision versus business vision.
- Monitor developments.
- Dashboard of a traditional data center.
- IT resource usage statistics.
- Main indicators of the dashboard.
- Practical work : Different avenues for managing operating performance.

Le tableau de bord des études informatiques

- The trilogy: compliance with specifications, deadlines and budgets.
- How to assess the quality of studies?
- Case of project quality: errors versus defects.
- The impact of human resources on the success of projects.
- The degree of satisfaction of IT teams.
- The main reasons for 'failure.
- Limitation of the project management - project management approach.
- Study management model integrating value and future operating costs.
- Exercise: Study of dashboards in groups.
- Reflection on the main indicators.