The Challenge

The Enterprise Technology Governance Committee (ETGC) within this large bank has requested that each Process Group within Information Technology identify and consistently report out on 3-5 critical Performance/ Risk metrics in one centralized Information Technology management function.

The Solution

Ascent helped to create and standardize an approach to guide Process Groups to produce an initial set of Process Group metrics for increased process performance visibility, insight, and management decision-making to meet operationalized requirements. We worked with the Process Groups to identify data sources, verify extraction methods to accurately produce the specified and agreed upon analytics. Additionally, Ascent helped to design and create metric reports/graphics in coordination with the Process Groups to meet periodic reporting requirements. Other solution methods included creating a consistent list of metric terminologies for reporting and updating communications such as contact lists to maintain relationships.

"I really appreciate the quality of your work and dedication to getting the job done. And it's been a pleasure to work with you." – Strategic Planning Manager

The Outcome

The Core Process Groups with Information Technology identified a minimum of 3-5 Critical Performance Risk Metrics. Detailed charts were created to provide a graphical representation of the data performance (a minimum of 3 months historical) and live reporting was initiated in one centralized report. Also, the Enterprise Technology Governance Committee initial feedback was incorporated into an ongoing report.

"Thank you so much for everything you've done on our metrics program. You've been a truly phenomenal partner! Great work!!" – Technology Area Manager, Architecture

Case Study