

# CIO Scorecard

## Business Challenge

Our client wanted to create and evolve a CIO Scorecard to inform and guide their strategic technology decisions, communicate IT performance to key stakeholders across the company, and measure, monitor, and benchmark their technology goals and commitments using relevant, high- priority performance metrics.

The key issues that faced our client were:

- Defining and asking the big questions critical to their technology business plan
- Aligning the big questions with their goals and commitments
- Providing visibility to IT performance across the organization
- Monitoring performance and improvement efforts against comparable and best-in-class benchmarks
- Tracking and prioritizing their technology commitments outlined in their business plan

## Client & Engagement Quick Facts

- Three month project duration
- 1,000+ IT and technology performance metrics
- 50+ internal interviews with our client's executives and managers

## Our Solution

After identifying and aligning specific, high-priority metrics (tactical) with our client's commitments (operational) to benchmark performance (measured) against the CIO's goals and objectives (strategic), Kenny & Company designed and built a CIO Scorecard to measure and translate key performance metrics into actionable insights for our client's CIO, business executives, and IT leaders.

## Business Benefits

With the CIO Scorecard, our client can more quickly focus on value, tradeoffs, and behavior with real-time visibility into monitoring expenditures, rationalizing portfolios, and optimizing cost and performance. By determining and refining the universe of metrics critical to our client's goals and commitments, the CIO Scorecard measures performance using relevant, insightful, high-priority metrics to remove assumptions, build trust, align business priorities, and drive change.

## About Us

**Kenny & Company is a management consulting firm offering Strategy, Operations and Technology services to our clients.**

We exist because we love to do the work. After management consulting for 20+ years at some of the largest consulting companies globally, our partners realized that when it comes to consulting, bigger doesn't always mean better.

Instead, we've created a place where our ideas and opinions are grounded in experience, analysis and facts, leading to real problem solving and real solutions – a truly collaborative experience with our clients making their business our business.

We focus on getting the work done and prefer to let our work speak for itself. When we do speak, we don't talk about ourselves, but rather about what we do for our clients. We're proud of the strong character our entire team brings, the high intensity in which we thrive, and above all, doing great work.

## Who We Are

### **Partner Led**

Our Partners are personally committed to our clients and lead every engagement.

### **Experience, Perspective and Passion**

We average over 20 years in professional services and bring tailored approaches to every client engagement.

### **Focused, Collaborative, High-Impact**

We work side-by-side with our clients in highly focused teams to solve complex business problems.

### **Client First**

Our highest priority is our client's professional and personal success. We believe clients should expect more.

### **Guarantee Our Work**

We guarantee our clients complete satisfaction every engagement every time.

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