

Case Study: 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 challenges 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.

Engagement Summary

CIO Scorecard delivered with a clearly defined process for assigning data ownership and accountability, gathering data from accurate sources and areas of expertise, and ensuring senior management approval, buy-in, and ownership for key performance metrics.

What We Delivered

- CIO Scorecard with key metrics, supported by metric definitions, data sources, business value, analysis, financial impact, and data owners with detailed reporting processes and expectations
- 1,000+ IT and technology performance metrics linked to our client's relevant technology principles, focus areas, goals, and commitments
- 50+ internal interviews with our client's executives and managers to identify and prioritize metrics that clarify their key principles and add value and insight in each of the 9 agreed upon focus areas

How We Helped

- Built CIO Scorecard focused on metrics designed to provide insight into our client's IT organization, enterprise data, and collaboration across technology, operations, and marketing

About Kenny & Company

Kenny & Company provides Strategy, Operations and Technology consulting services to our established and emerging clients. We provide a collaborative, flexible, and hands-on approach to help our clients deliver solutions to complex business and technology problems. Our commitment is to make your business our business. Our team brings specialized expertise and knowledge to each client engagement and provides leadership to any project from strategy and planning through execution and implementation.

We guarantee our work – every engagement, every time. We put our professional fees at risk based entirely on our clients' satisfaction.