Analyze Performance Measures

Purpose or Need

To provide insights into the performance of a solution in relation to the value it brings.

Value

To understand whether the solution is bringing the intended value.

Solution

Results of the measurements collected and analyzed.

Techniques

Frequently used techniques:

– *Acceptance and Evaluation Criteria;*
– *Data Mining;*
– *Metrics and KPIs;*
– *Observation;*
– *Root Cause Analysis.*

*Refer to the **BABOK Guide v3** for the complete list of techniques.*

Stakeholder

Typically involves sponsors, project managers, subject matter experts, and any additional stakeholders identified.
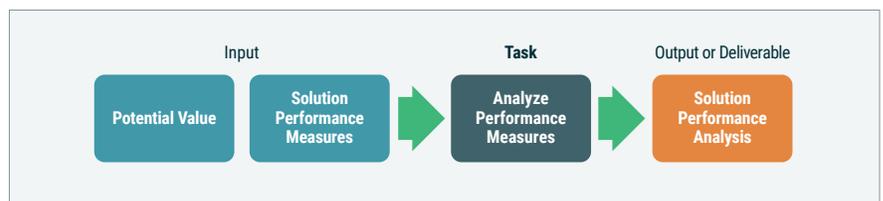
Description of Change

Analyze Performance Measures examines information regarding the performance of a solution and confirms them for accuracy to understand the value it delivers to the enterprise and stakeholders and determines whether it is meeting business needs.

Reference (Guidelines and Tools)

The following resources, if they exist, can be used to transform the inputs into the outputs:

– Change Strategy;
– Future State Description;
– Risk Analysis Results;
– Solution Scope.

Task Inputs and Outputs

Input		Task	Output or Deliverable
Potential Value	Solution Performance Measures	Analyze Performance Measures	Solution Performance Analysis

Consider...

Meaningful performance measures help drive valuable insights for improvements for different types of initiatives.

Example: Consider a team making ongoing improvements to an existing business process. Making minor changes minimizes disruption for customers and allows the team to measure the effectiveness of those changes. New insights can lead to minor changes which can be measured and analyzed. This can be repeated until the desired value is achieved.

See *BABOK Guide – 11.5 The Business Process Management Perspective*