SIM

Delivering Business Value Through IT Leadership

SIM's Advanced Practices Council® Studies
How CIOs Measure and Communicate IT Performance
Research identifies comprehensive portfolio of metrics that successful CIOs use

CHICAGO — The Society for Information Management's (SIM) Advanced Practices Council® (APC) recently released *How do CIOs Measure and Communicate IT Performance?,* which provides guidance and best practices to improve the performance of the IT organization through the effective use of metrics.

The research discusses the important role metrics play in the IT value conversation with senior business leaders including focusing decisions, improving relationships and helping executives identify new sources of value from IT.

Based on interviews with 23 CIOs and other IT leaders, the report identifies five practices that successful CIOs follow to gradually steer the IT/business conversation toward higher levels of strategic impact, including:

- Focusing on metrics that matter
- Discussing IT metrics in business terms
- Influencing others to take ownership of metrics and improvements
- Move to more value added segments of the portfolio
- Using metrics to complement relationships.

The metrics in the report vary in scope from those that focus on internal IT operations and projects to those that capture the contributions of IT to business performance and innovation. The report concludes with examples of how CIOs could apply different types of focus in their firms.

For more information about SIM and the APC, visit apc.simnet.org. For questions specific to the APC, the report, or to become an APC member and participate in this year's remaining meetings — October 13-14, Philadelphia, Pennsylvania — contact Program Director Madeline Weiss at 301.229.8062.

About SIM Advanced Practices Council (APC)
The Society for Information Management's (SIM) Advanced Practices Council (APC) is an exclusive forum for senior IT executives who value directing and applying pragmatic research; exploring emerging IT issues in-depth; and hearing different, global perspectives from colleagues in other industries.

About Society for Information Management
Established in 1968, the Society for Information Management (SIM) is the premier network for IT leaders comprised of more than 3,800 members including CIOs, senior IT executives, prominent academicians, and foremost consultants. SIM is a community of thought leaders who share experiences, apply rich intellectual capital, and who explore future IT direction. Through its 31 chapters, SIM provides resources and programs inspired by IT leaders for IT leaders that enable CIOs to further develop their leadership capabilities and those of the emerging leaders in their organizations. SIM provides the collective voice to advocate policy and legislation on behalf of the IT profession.