

Performance Management



A VISION OF INTEGRATED MANAGEMENT ACROSS THE ENTERPRISE

Gartner defines Performance Management as a term covering all of the processes, methodologies, metrics and systems needed to measure and manage the performance of an organization.

Platon Insight® describes Performance Management as the collection of disciplines structuring and securing the business value of the Business Intelligence initiatives of the enterprise.

VISION OF INTEGRATED MANAGEMENT

The vision of integrated management of the enterprise, typically follows an experience of lack of focus on the strategy for the enterprise.

The reasons for lack of focus are often:

- Enterprise objective are not cascaded to the entire enterprise
- Performance tools are not focused on the challenges

Other pains includes hand-held management information systems, budgeting and reporting not being aligned and no clear definitions of key figures.

Performance Management secures that the right processes, methods, metrics and systems are available to the organization, and that the information is focused on the re-

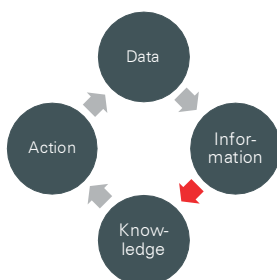
quirements of different users. Performance Management should be aligned with the enterprise strategy and other supporting strategies, like IT and HR. Performance Management should also be implemented at all levels within the enterprise.

The starting point for a successful Performance Management implementation is the development of a Performance Management roadmap describing:

- Collection of data
- Description of methods
- Models for all Key Performance Indicators (KPI's)
- End-user interaction

The Performance Management strategy must secure the creation of action oriented knowledge, based on information and a solid Business Intelligence solution, typically a Data Warehouse.

PERFORMANCE MANAGEMENT
Trustworthy and action oriented knowledge based on IT investments



IMPLEMENTATION OF PERFORMANCE MANAGEMENT

Platon consider Performance Management as one of several Information Management initiatives, which must be integrated. The level of integration depends on the level of ambition within the enterprise. The vision of Performance Management is often centered around a single data model of the enterprise - typically a Data Warehouse.

All Performance Management projects follow the structure of Platon's best practice methodology, Platon Insight®:

- Guidelines – how to carry out a task or activity within a project
- Techniques – describes a specific skill that can be applied in one or more activities or tasks
- Templates – a structure that can be filled as part of an activity or task
- Focus on the fundamental perspectives; mission, architecture, technology, policies and organization
- Scalable method managing full-scale projects, implementation projects and prototyping.

In Platon's experience prototyping is a good starting point for any Performance Management project. The prototype helps the enterprise defining business requirements and works as an eye-opener for possibilities. Prototyping also works as a means of communication between the users and the developers (it). Performance Management being very business oriented the involvement of end-users is extremely important.

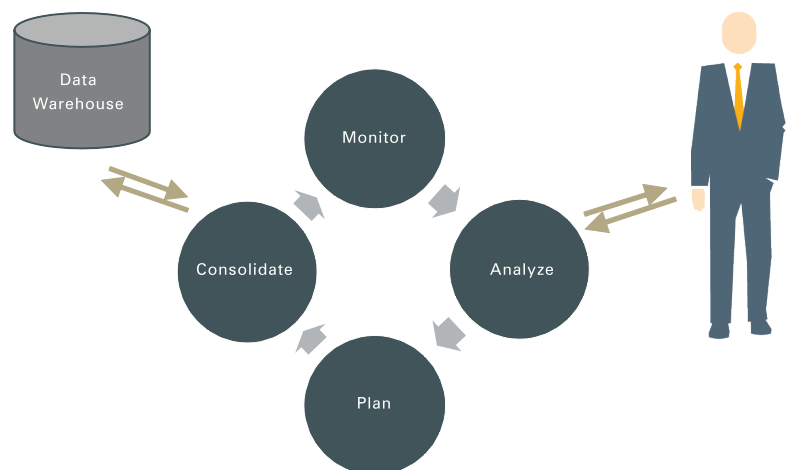
Platon's development and implementation Information Management competencies secures that the Performance Management initiatives work as an integrated part of all the enterprise's management tools and systems.

PERFORMANCE MANAGEMENT DRIVERS

- Time consuming, manual and unstructured approach to enterprise management
- Increased demand for visualization and cascading of strategy to the enterprise
- Request for a more proactive approach to management - Planning/Budgeting, Monitoring and Analyze

WITH PERFORMANCE MANAGEMENT ...

- the strategy is supported by consolidated and integrated data
- budgeting and follow-up are aligned along an unique structure
- everyone has access to reporting and analysis tools on a relevant level
- cause-and-effect relationships can be investigated immediately



PERFORMANCE MANAGEMENT COMPETENCIES OF PLATON

- Evaluation of existing Information Management and Performance Management environment
- Managing, advisory and development of Performance Management strategy
- Performance Management tool selection
- Design, implementation and project management concerning scorecarding, budgeting/planning, consolidation, analysis models (e.g. ABC), reports etc.