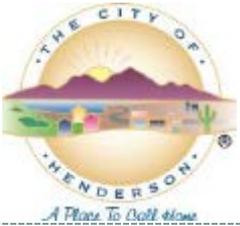


Measuring Progress



**CITY OF HENDERSON
DEPARTMENT OF INFORMATION TECHNOLOGY
(DOIT)**

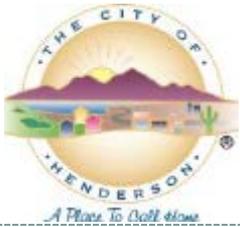
A CULTURE OF CONSTANT IMPROVEMENT



Performance Management



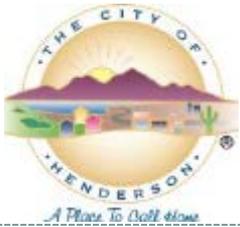
- Measuring up
- Never settle for ‘good enough’
- Check outcomes constantly
 - Are they operating as expected?
 - Are we meeting standards?
- Let’s measure



Establishing Operational Metrics



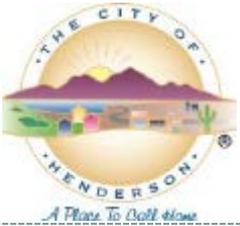
- The IT Department for the City of Henderson first established operational metrics to ensure we were meeting or exceeding customer expectations
- These metrics focus around the customer experience
- These operational metrics were defined through a brainstorming session with the IT staff, and further refined with IT management
- A process was established to collect the data associated with these metrics and post them regularly on our website
- In addition, bi-weekly meetings are held to review many of these metrics, ensuring we are on track or identifying any issues so we can correct course



IT Performance Measures



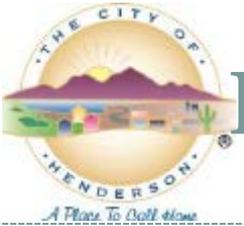
Measure	Target
% completed strategic and/or citizen-impacted projects	50%
% support tickets completed within service level agreements	90%
% critical system availability <i>(excludes scheduled maintenance)</i>	99%
% employee morale satisfaction	85%
% satisfied customers	90%
Ratio of project time to support time	40% to 60%



Establishing Strategic KPIs



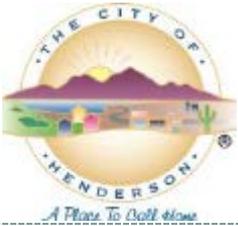
- **KPIs were established to measure our success to achieving the IT FY2015 – FY2019 Strategic Plan**
- **A total of 21 KPIs have been established for FY2015 of the IT Strategic plan**
- **As these KPIs are met, new KPIs will be established future years to measure progress towards achieving the entire strategic plan**



Employee Performance Evaluations



- Annual Individual Performance Objectives (IPOs) are established with each employee
- Some of these IPOs relate to the operational metrics and the strategic KPIs
- Building these into the performance evaluation process ensure individual employee focus on the department's and city's strategic and operational goals
- Employees are recognized on performance
- The IT Department is the pilot department for the employee evaluation system, leading the City in this process



Execution Through Measurements



- By establishing metrics and KPIs, we are able to measure our progress
- By building IPOs into our employee evaluation program which include our metrics and KPIs, we are able to execute our strategic plan and improve our operational environment
- IT is a culture of constant improvement