

# IT Overall Scorecard

**Prepared for:**

City of Westminster, CO

December 2018

# Core IT Metrics: City of Westminster, CO

This diagnostic program was developed using the Info-Tech World Class Operations framework, which is made up of IT processes that map to the COBIT standard. This page is a snapshot of key metrics from the IT process landscape within your IT department.

## CIO & STRATEGY

	Source	Current Period
<b>Business Stakeholder Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>85 %</b>
<b>Capacity Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>78 %</b>
<b>IT Cost, Benefit &amp; Risk Transparency</b>		<b>-- %</b>

## VENDOR & FINANCIAL

	Source	Current Period
<b>IT Business Value Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>85 %</b>
<b>IT Budget</b>		<b>\$--</b>
<b>Percent of Budget allocated to strategic initiatives</b>		<b>-- %</b>

## TALENT MANAGEMENT

	Source	Current Period
<b># of IT Staff</b>		<b>--</b>
<b>\$ Spent on Training &amp; Development per IT Staff</b>		<b>\$--</b>
<b>IT Staff Engagement</b>		<b>-- %</b>

## ENTERPRISE ARCHITECTURE

	Source	Current Period
<b>% Defects discovered in production</b>		<b>-- %</b>
<b>Satisfaction with Enterprise Architecture</b>		<b>-- %</b>
<b>% Core IT Processes with Accountability</b>		<b>-- %</b>

## INFRASTRUCTURE & OPS

	Source	Current Period
<b># Hours of unplanned downtime</b>		<b>--</b>
<b># Service desk tickets resolved</b>		<b>--</b>
<b>Service Desk Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>89 %</b>

## SECURITY & RISK

	Source	Current Period
<b># Security Incidents</b>		<b>--</b>
<b>Security Maturity Score</b>		<b>-- %</b>

## APPS

	Source	Current Period
<b>Application Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>79 %</b>
<b># Supported Applications</b>		<b>--</b>
<b>Client Facing Apps Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>80 %</b>

## DATA & BI

	Source	Current Period
<b>Report &amp; BI Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>71 %</b>
<b>System Data Quality Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>81 %</b>

## PPM & PROJECTS

	Source	Current Period
<b>Project Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>80 %</b>
<b>IT Capacity Satisfaction</b>	City of Westminster CIO IT Business Vision Survey	<b>78 %</b>
<b>PPM Maturity Score</b>		<b>-- %</b>