



IT Trends Study: Availability and Business Value are Top KPIs

IT performance measurement is challenging given the many activities, services, technologies, skills, and personnel required. While “Availability/Uptime” is by far the most used metric for both internal and outsourced IT, “Value of IT to the Business” tops the list of KPIs (key performance indicator) for CIOs. Yet Business Value is not even in the top ten for either in-house or outsourced IT. The word cloud below shows the relative selection frequency of the top-ten internal IT KPIs.

Top Performance Measures for In-House IT (N=801)



More details about these findings and a great many others regarding IT spending, workforce, security, KPIs, practices, leadership, and more are in the \$995 “Comprehensive Report” which is **available at no charge to all SIM members**, along with the accompanying slides from SIMposium 2016. Just click the link at the bottom of the IT Trends Study homepage <http://www.simnet.org/IT-Trends>. SIM member login required for free downloads.

Many thanks to the 1213 SIM members who participated in this year’s study and a very big shout out to these companies for their generous support of this very important SIM program.

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Wishing you and yours a very happy holiday season and a healthy and prosperous 2017! Next year’s IT Trends Study promises to be the best ever. We hope you will participate!