

IBM Cognos pm²Rapid-Scorecard Service

Transforming business strategy into action

Overview

A performance management culture does not just happen. The successful execution of any business strategy demands the right first steps. A talented management team can overcome the execution barrier. With support from execution professionals, your team can accelerate and increase the value of your business strategy.

IBM Cognos® Software Services and the pm² team have combined forces to deliver an intensive program for senior executives that accelerates the scorecard process to overcome its single biggest hurdle—execution.

Technical specifications

The IBM Cognos pm²Rapid-Scorecard Service is a 5-day workshop where our consultants work with you to highlight your strategic objectives and key indicators, evaluate your corporate resources, and set up a scorecard to initiate a performance management system.

Expertise and technology for fast results

The IBM Cognos pm²Rapid-Scorecard Service is designed to guide the agreement, alignment and communication of key metrics for a targeted management team inside your organization. This service enables your team to identify and understand how different metrics affect your operations and goals within your company's strategy.

Features and benefits

The Performance Measurement & Management pedigree

As the former vice president of the Balanced Scorecard Collaborative under Balanced Scorecard

co-developers, Robert Kaplan and David Norton, Brett Knowles and the partners at pm² have developed and delivered pm²Rapid-Scorecards for clients worldwide.

Combine this with the IBM Cognos Professional Services experience in Performance Management systems to rapidly deploy a solution and return value faster. IBM Cognos Professional Services has helped hundreds of customers design and deploy powerful Scorecards using our software.

"Through a partnership with Cognos we now have tools that will enable us to monitor, report, and analyze business performance across the entire city. Through this type of planning and accountability, we are better able to provide service to our citizens, and enhance the efficiency of our organization."

- City of Coquitlam

IBM Cognos pm2Rapid-Scorecard Service

Feature overview

Five steps to higher performance

The IBM Cognos pm²Rapid-Scorecarding Service follows a proven, five step process for transforming your organization. Following this process, your team and IBM and pm² consultants will deliver an initial operational pilot. You will be able to point to the key deliverables listed in the table below, such as an accurate strategy map and access to a functional software scorecard that accelerate and automate your Balanced Scorecard process.

Your pilot scorecard will show your team current views of enterprise health and pain points. We build scorecards and metrics, load actuals, targets, and thresholds that already exist so your team can see a strategic picture of your organization. pm² and IBM Cognos consultants will also deliver a comprehensive go-forward plan. We look at the metrics and reports you are using today and present a detailed assessment that helps you consider how scorecarding can best leverage your existing BI infrastructure. We offer recommendations about how to automate the links to your data, and help you define standard practices.

“IBM Cognos 8 BI Scorecarding is flexible, providing enhanced personalization and the ability to access relevant information and metrics for managing performance. These capabilities can provide corporations with significant time and money savings as they take action and seek to drive improvements in results.”

- Mark Smith, CEO and EVP
Research, Ventana Research

Contact us

For more information about how IBM Cognos Professional Services can assist you with your BI implementation or migration, contact your local Service Manager or Account Manager. To have a local Service Manager contact you, fill out the Services Request form on our Web site: (<http://support.cognos.com/en/consulting/about/request.html>) or e-mail us at Cognos.Professional.Services@ca.ibm.com

The IBM Cognos pm ² Rapid-Scorecarding Service 5-step process		
Steps	Activities	Deliverables
1. Build strategic linkages	<ul style="list-style-type: none"> Identify stakeholders Determine objectives 	<ul style="list-style-type: none"> Strategy map Strategic priorities
2. Determine indicators	<ul style="list-style-type: none"> Describe objectives for success List indicators Select Key indicators 	<ul style="list-style-type: none"> Strategic clarity Key indicators identified
3. Identify processes, projects and measures	<ul style="list-style-type: none"> Rate and rank processes and measures Evaluate Risk 	<ul style="list-style-type: none"> Link strategy to actions Draft process and project analysis Executive buy-in
4. Build scorecard processes	<ul style="list-style-type: none"> Build data gathering and validation processes Plan further integration 	<ul style="list-style-type: none"> Pilot scorecard Documented processes Go-forward plan
5. Launch	<ul style="list-style-type: none"> Develop action plan Build final report Deliver final report 	<ul style="list-style-type: none"> Scorecard in use A fully functioning scorecarding application populated with your key metrics Skills transfer to your project manager

About Performance Measurement & Management

pm² is an independent performance-measurement consulting firm founded by Brett Knowles. Brett has been working in this area for over 20 years and is a former VP of The Balanced Scorecard Collaborative. Brett's experience includes the initial research work on the Balanced Scorecard and his team has built over 2,000 scorecards for private and public sector organizations from around the world www.pm2.ca.

About IBM Cognos BI and Performance Management:

IBM Cognos business intelligence (BI) and performance management solutions deliver world-leading enterprise planning, consolidation and BI software, support and services to help companies plan, understand and manage financial and operational performance. IBM Cognos solutions bring together technology, analytical applications, best practices, and a broad network of partners to give customers an open, adaptive and complete performance solution. Over 23,000 customers in more than 135 countries around the world choose IBM Cognos solutions.

For further information or to reach a representative: ibm.com/cognos

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To request a call or to ask a question, go to ibm.com/cognos/contactus. An IBM Cognos representative will respond to your enquiry within two business days.



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