

Technical Project Management Key Performance Indicators

For the entry-level employee, all tasks are typically done under supervision for much of the first year and then with some independence with verification after the employee has more experience. All tasks are done according to company guidelines.

Task		Key Performance Indicators
Project Plan		
T-1	Develop project plans, including defining scope and time requirements.	<p>Criteria for satisfying stakeholder needs are identified.</p> <p>The size and the specifics of the project are documented accurately and completely.</p> <p>Appropriate stakeholders and decision-makers are identified in a timely manner.</p> <p>Tasks requiring long lead times are identified to avoid project delays.</p> <p>Escalation procedures are clearly identified and agreed upon.</p> <p>Detailed task list is developed (work breakdown structures).</p> <p>Time requirements are realistic and accommodate the time for the management approved process.</p> <p>Estimates of time, materials, and capabilities needed are accurately identified.</p> <p>Activities dependent upon other activities are sequenced appropriately.</p> <p>Approval points, milestones, and go/no go decision points are defined to allow for project review, evaluation, postponement, and cancellation.</p> <p>Task priorities are assigned.</p> <p>The constraints and potential conflicts are accurately identified.</p>
T-2	Identify information technology project resource requirements.	
T-3	Develop guidelines for system implementation.	
T-4	Perform needs analysis to determine opportunities for new and improved business process solutions, and participate in determining opportunities for new and improved business process solutions.	
T-5	Identify interdependencies.	
T-6	Analyze data to identify trends or relationships among variables.	
T-7	Contribute contingency plans regarding project risks.	
T-8	Provide input on project costs, design concepts, or design changes.	
T-9	Ensure that appropriate Service-Level Agreements (SLAs) and underpinning contracts have been defined that clearly set out for the customer a description of the service and the measures for monitoring the service.	
Tracking, Reporting, and Problem Solving		
T-10	Follow methods to monitor and measure risk, compliance, and assurance efforts.	<p>Project outcomes are in scope, on time, on budget, and customer satisfaction is evaluated against project goals.</p> <p>Complete project phase results are documented, reviewed, and clearly communicated.</p> <p>Lessons learned are clearly documented and communicated.</p> <p>Performance metrics associated with the process are captured and documented.</p> <p>Significant problems are immediately reported.</p> <p>Milestones and schedules are clearly understood and communicated.</p>
T-11	Identify and track critical milestones.	
T-12	Report project status.	
T-13	Track duties, work schedules, or resources.	
T-14	Prepare analytical reports.	
T-15	Provide ongoing improvement and problem-solving support.	
T-16	Collaborate with others to resolve information technology issues.	
T-17	Provide recommendations for possible improvements and upgrades.	
T-18	Review service performance reports identifying any significant issues and variances; initiating, where necessary, corrective actions; and ensuring that all outstanding issues are followed up.	
T-19	Participate in project phase review.	
T-20	Manage the change control process.	
Customers/Stakeholders		
T-21	Coordinate and manage the overall expectations provided to a customer/project stakeholder, end-to-end, as it relates to the project.	<p>Relationships are managed so that customers are satisfied with their service.</p> <p>Customers are contacted on a regular basis to provide input on important issues.</p> <p>Feedback from customers is analyzed for important and underlying concerns.</p> <p>Recommendations for continual improvement based on customer feedback are gathered and/or developed.</p> <p>Customer feedback and requests are communicated effectively to appropriate personnel in a timely manner.</p>
T-22	Gather feedback on customer satisfaction and internal service performance to foster continual improvement.	
T-23	Manage the internal relationship with information technology (IT) process owners supporting the service, assisting with the definition and agreement of Operating Level Agreements (OLAs).	
T-24	Develop information communication procedures.	
T-25	Work with other service managers and product owners to balance and prioritize services to meet overall customer requirements, constraints, and objectives.	