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Leadership leads the way

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Title of the presentation : Collecting management information - The key to great leadership?
Or a waste of time?

Summary of the presentation : Measuring KPI's is becoming increasingly important for those involved in IT Service Management; Managers need quantitative information to support their decision making process.

The currently available best practices and standards provide a vast array of KPI's. But which ones are most important for your organization? And how should one interpret them?

The challenge of answering these questions often results in ineffective use of generated reports and can even have a negative impact on the performance of your IT organization.

In this session we will shed light on these issues using examples from both an IT context and other domains.

The text 'Leadership leads the way' is written in a large, white, sans-serif font. It is positioned over a background image of a snowy mountain slope with several hikers in the distance under a clear blue sky.

Leadership
leads the way