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Measuring 'TIL I Randy A. Steinberg 6.3 Why These Metrics (KPIs) Matter The KPIs described earlier are critical to managing and controlling Change Manag ement activities. The following table lists each Change Management KPI and the question it is trying to answer: Change E fficiency Rate Change Suaess R ate Emergency Change Rate Change Resched ule

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The purpose of the measurement and reporting practice is to support good decision-making and continual improvement by decreasing the levels of uncertainty. This is achieved through the collection of relevant data on various managed objects and the valid assessment of this data in an appropriate context.

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Now, measurement and reporting is the practice of supporting good decision making and continual improvement by decreasing levels of uncertainty. You'll do this by measuring things. Try to read one of our articles here at itil.diontraining.com about the continual improvement model discussing about measuring and creating a baseline. After taking action, you have to go back and measured again to see how things changed.

Measurement and Reporting - Practices - ITIL® 4 Exam by ...

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Metrics and measurement: ITIL Practitioner helps identify what metrics are valid for customers and the business and is clear that they should be meaningful. Metrics should be less IT-focused, include customer satisfaction and look at outcomes and impacts of processes, rather than just measuring the processes.

ITIL Practitioner: measuring what matters in ITSM | AXELOS

ITIL key performance indicators (KPIs) are a measure of performance that enables organizations to obtain information about many relevant factors such as the effectiveness and efficiency of their processes. The main function of KPIs is to help companies discover better ways to manage and optimize their internal operations.

ITIL Key Performance Indicators | IT Process Wiki

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