

Global CIO KPIs or balanced scorecard improvement

We assist in driving the Global CIO KPIs improvement programmes in the GCCs with focus on planning, execution, setting up the governance and reporting to enable the continuous improvement in the KPIs and drive global agenda.

Reference CIO priority areas and KPIs					Key activities	
Key KPIs	Business alignment and value delivery	IT health	Innovation and agility	Cybersecurity and risk management	Talent, culture and capability	01 Define and align KPIs
	IT spend as % of revenue	IT ecosystem health %	% of new products or features delivered	% of systems fully compliant with security policies	IT employee engagement score (%)	02 Set baselines and targets
	% of strategic projects delivered on time / budget	CMDB completeness %	% of business units with active automation / AI initiatives	% configuration compliance	% of employee meeting the skill sets as per the IT Strategy	03 Plan and execute Initiatives
	% ROI realised from IT investments	Cloud adoption %	% products delivered through Agile or DevOps	Vulnerability index		04 Monitor, report and course-correct
	% business satisfaction score (via survey / NPS)	Self-service Index	Market to PoC ratio or idea to PoC ratio	IT service continuity compliance %		05 Review, optimise and reinforce
	Monitoring and reporting of KPIs across each priority area					