Publication date : 04/24/2024

Course : IS dashboards, driving performance

Practical course - 2d - 14h00 - Ref. SIT
Price : 1610 € E.T.

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The IT organization has become a true strategic partner to operations, and must be able to report on its performance to meet business challenges. With this course, you will learn how to take into account the multiple dimensions of reporting, and how to draw up dashboards to manage the performance of your IS. You'll select the right indicators to meet the needs and objectives of those in charge of user services, operations, design and maintenance.

Teaching objectives

At the end of the training, the participant will be able to:

- Characterize the system's stakeholders, their objectives, viewpoints, views and indicators
- Analyze frequently encountered problems
- Describe the system to be controlled in an operational model
- Organizing data capture
- Mastering ergonomics for synthetic and detailed presentation (drill)
- A generic method for building a dashboard

Intended audience

Directeurs SI, responsables SI, ingénieurs, chefs de projet, correspondants clients (BRM), autres acteurs concernés par le pilotage de la performance des SI (consultant, contrôleurs de gestion…).

Prerequisites

Basic knowledge of IT department management.

Course schedule

PARTICIPANTS

Directeurs SI, responsables SI, ingénieurs, chefs de projet, correspondants clients (BRM), autres acteurs concernés par le pilotage de la performance des SI (consultant, contrôleurs de gestion…).

PREREQUISITES

Basic knowledge of IT department management.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant’s academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they’ve developed.

1 Introduction: concepts, reference systems, construction methods

- The role of the dashboard in management.
- Synchronic versus diachronic reporting.
- Model the system and determine the performance components.
- Formalize objectives.
- Define relevant indicators and data collection methods.
- Organizing the use of the dashboard: from summary to detail (the Drill)

Hands-on work

Initiating the construction process: organizing the project and its life cycle.
Identification of stakeholders, their viewpoints and desired views.
Description of components to be produced and tasks to be accomplished.

2 User services dashboard

- Identify stakeholders, managers and their points of view.
- Analysis of frequently encountered problems.
- Mastery of business processes and activity patterns.
- Existence of customer correspondents or Business Relationship Managers.
- Development of service level agreements (SLAs).
- Different perceptions of service quality by users and technicians.
- The ergonomics and main indicators of a user dashboard.

Hands-on work

Creation of user services dashboard. Determination of classic indicators (effectiveness, efficiency, drudgery, value, MTBF, etc.).

3 Design and maintenance dashboard

- Identify stakeholders, managers and their points of view.
- Analysis of frequently encountered problems.
- Project or maintenance?
- Working in 'project' mode and drawing up a project contract.
- The existence of a project portfolio.
- The existence of a Project Management System and a Project Management Office.
- Control of information system architecture (asset obsolescence).
- Ergonomics and main indicators of a design and maintenance dashboard.

Exercise

Constitution du tableau de bord des études et de la maintenance.
Détermination des indicateurs classiques Indicateurs d'avancement (délais, budget, qualité, innovation obsolescence, alignement stratégique…).

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

4 The operating dashboard

- Identify stakeholders, managers and their points of view.
- Analysis of frequently encountered problems.
- A portfolio of services.
- Finalizing service contracts.
- The existence of Service Management Systems and IS security.
- Architecture control (Configuration Management Data Base (CMDB)).
- Operators' ability to empathize with their customers.
- Ergonomics and main indicators of a design and maintenance dashboard.

Hands-on work

Creation of an operating dashboard. Determination of classic SLA monitoring indicators (satisfaction, Mean-Time-Between-Failure (MTBF), Mean-Time-To-Repair (MTTR), Mean-Time-Between-System-Incidents (MTBSI) and formulas for calculating availability, budget, etc.).

Dates and locations

REMOTE CLASS
2026 : 19 Mar., 15 June, 21 Sep.

PARIS LA DÉFENSE
2026 : 15 June, 21 Sep.