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## **Project Management Framework Performance Measures/Outcomes Examples**

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### **Example #1:**

#### *Customer Support Call Center Project*

Implementation of the Customer Support Call Center will result in the following outcomes:

- Reduction of average time to purchase "standard" hardware and software reduced from three weeks to two weeks as measured by Purchase Order & Inventory systems.
- Level one problem resolution handled by 'call receiver' 85% of the time on first contact as measured by Heat Call Support System.
- Calls will be taken by a 'live bodies' 100% of the time between 7:00 a.m. and 7:00 p.m. Monday through Friday as determined by voice mail roll-over phone line.
- Increased customer satisfaction as determined by Information Services Division's annual survey.

### **Example #2:**

#### *SKIES Project*

#### Average Transaction Response Time chart

- Performance testing scenarios will be developed and executed to establish baseline measurements against the existing M80 and used later to assure performance requirements are met.
- Production system will perform at or better than current performance levels as defined by baseline.