



TDWI Performance Management: Dashboards, Scorecards, and Metrics for Real Business Impact

Training Details

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| Training Time | : | 1 Day |
| Capacity | : | 10 |
| Prerequisites | : | There are no prerequisites for this course. |

About Training

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Dashboards and scorecards are the most effective ways to deliver business intelligence that drives performance management. A top-quality dashboard or scorecard looks deceptively simple, but creating simple and effective interfaces is surprisingly difficult. A powerful dashboard or scorecard involves the right indicators and metrics, the right visual elements, attention to relationships among visual elements, and the right kinds of click-through and user interaction. Further complexity arises when you work with groups of related scorecards and dashboards that must fit together to form an integrated performance management system.

What You'll Learn

- Techniques to identify high-impact performance indicators and business metrics
- How measurement and feedback are applied to increase business effectiveness and improve business efficiency
- How to define and design performance management architecture
- How to foster a performance management culture
- When to use scorecards and when to use dashboards
- Design techniques for dashboards and scorecards
- How to integrate dashboards and scorecards including cascading and drill-in

- How to choose the right indicators, metrics, and visual elements for dashboards and scorecards
- Data management techniques for scorecards and dashboards

Who Should Attend

BI program and project managers; BI and performance management architects, designers, and developers; business executives and managers seeking performance improvements; dashboard and scorecard designers and developers; anyone with a role in defining, creating, or applying business metrics.

Outline

Module 1

- **Introduction to Performance Management**
 - Defining Performance Management
 - Performance Management Processes
 - Performance Management Applications

Module 2

- **Business Aligned Performance Management**
 - The Balanced Scorecard
 - Strategy Mapping
 - Performance Indicators
 - Measures and Metrics
 - Implementing Metrics
 - Metrics Application

Module 3

- **Performance Dashboards**
 - Performance Dashboard Concepts
 - Using Dashboards
 - Using Scorecards

Module 4

- **Dashboard and Scorecard Design Techniques**
 - Implementing Dashboards
 - Dashboard Requirements
 - Dashboard Design
 - Dashboard Examples
 - Implementing Scorecards
 - Scorecard Requirements
 - Scorecard Design

Module 5

- **The Human Side of Performance Management**
 - Working with Performance Indicators

- Performance Management Principles
- Performance Management Organizations

Module 6

- **Summary and Conclusion**
- Integrated Performance Management
- Summary of Key Points
- References and Resources

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