

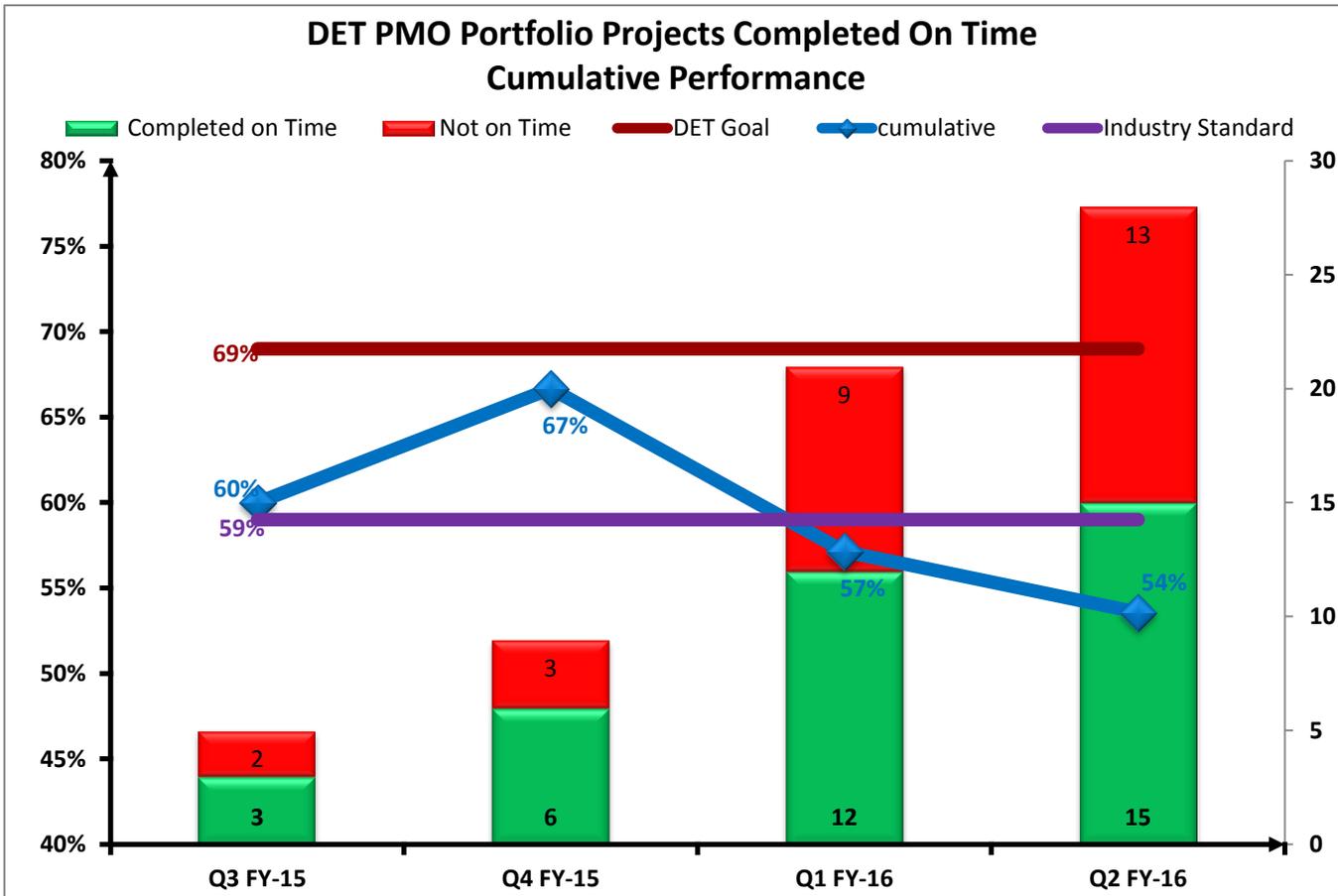


DET PMO Portfolio Projects Completed On Time – Cumulative Performance

Report Date: January, 2016 **Data Frequency:** Quarterly

Why is it important Implementing new and maintaining existing IT infrastructure and services are critical success factors for DET to effectively and efficiently deliver IT services in a value-add manner to our customers. This metric shows the average percent of DET projects completed on time accumulated over the reporting period. It is important to analyze the performance trend to ensure we are executing projects in a manner that aligns with our performance goal.

Performance measurement target: 69%. The IT industry average, per Gartner (2015) is 59%.



How do we measure it? The planned project completion date is determined at the completion of the project planning phase. This planned date is compared to the actual project completion date for each completed project. If the actual project completion date occurs on or before the planned completion date, including any approved project change requests, the project is considered on time.

This chart shows the performance, meaning the total percentage of all projects completed on time overall.

Which factors affect results? This chart shows the accumulated performance, meaning the total percentage of all projects completed on time over the period shown on the chart.

What are we doing to improve?
 DET will continue to make improvements to the project planning process by providing training and consultation to project managers, being vigilant about scope resource planning, and being attentive to external service providers.