



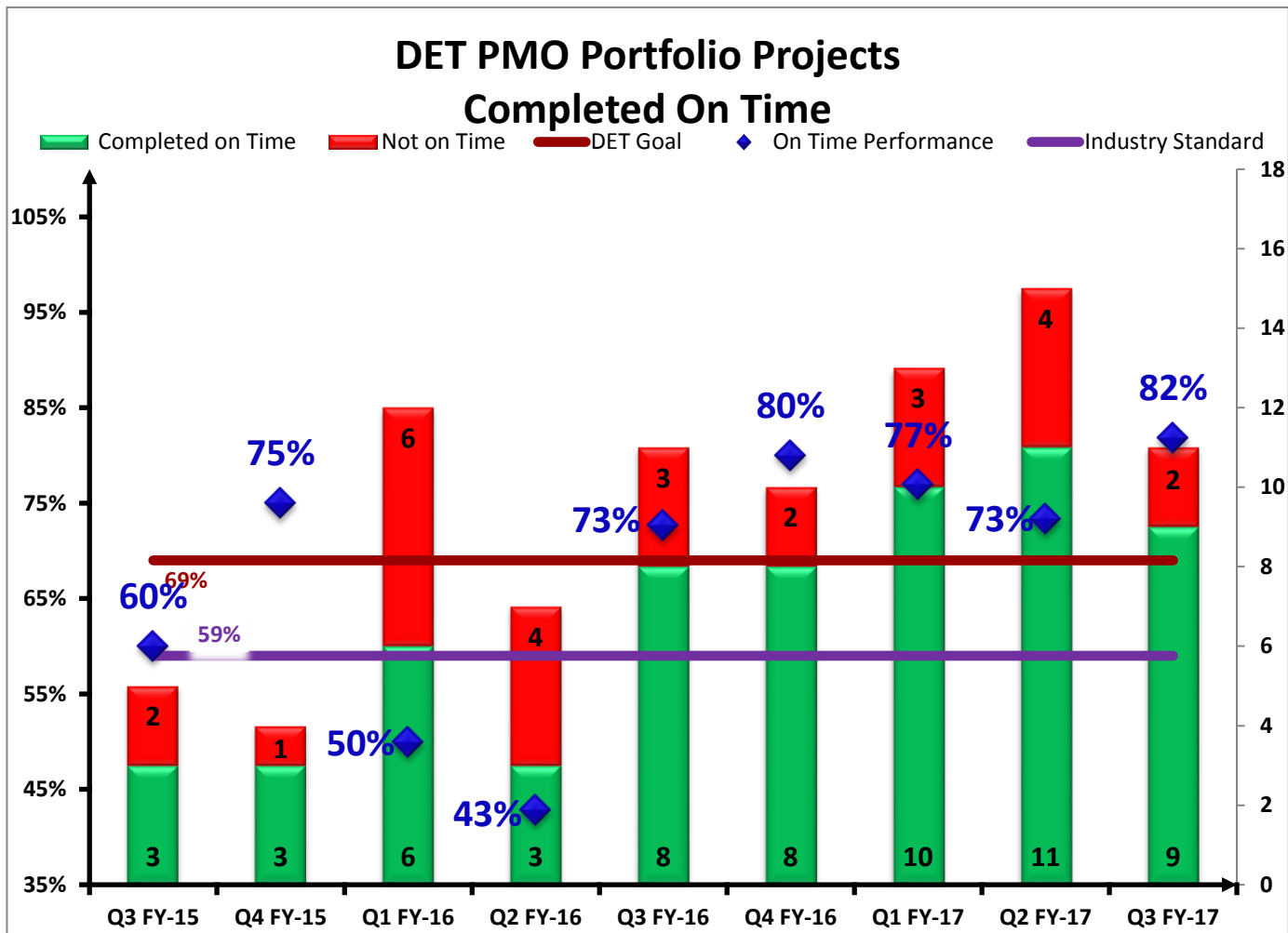
DET PMO Portfolio Projects Completed On Time - Results by Quarter

Report Date: March, 2017

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 percentage of DET projects completed on time during each quarter. It is important to measure our actual performance and trends to ensure we are executing projects in a manner that supports 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 actual performance on a quarter by quarter basis.

Which factors affect results? Common factors that may affect results include: resource availability, changes in scope, inaccurate estimates, vendor/partner-related impacts, etc.

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.