

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

Learn via: **Classroom**

Duration: **1 Day**

## Overview

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.

## Prerequisites

There are no prerequisites for this course.

## 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.

## What You Will 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

## 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