

## PROJECT BENCHMARKING SERVICES

### WHEN WE MEASURE PERFORMANCE, PERFORMANCE INCREASES

The Hawthorne effect (the observer effect)

“Benchmark” can mean “best in class performance measure”; the process of comparing an organisations performance against that of the best performers in a field with the intention of observing, learning and adapting to improve.

CBoxx Project Benchmarking Services specifically analyse and measure the performance of UKFS IT projects:

- **Assess** current performance;
- **Baseline** established to measure future improvement against;
- **Compare** the organisation to itself, to its peers, to the industry.

### Phases

The phases of a benchmark study are:

1. **Planning** and preparation: establish a portfolio of projects and agree the benchmarks to analyse;
2. **Analysis** of the demographics, function points/story points and project phases (analysis, build, UAT) within the portfolio;
3. **Data** & trend analysis including productivity;
4. **Identify** performance gaps and best practices;
5. **Communicate** and report results;
6. **Install** a continuous improvement program.

### Baseline

Two methods can be used to baseline an organisation ...

1. Use internal data e.g. business requirements, specifications, delivery estimates & actuals of previously completed projects;
2. Leverage external industry data sources such as the International Software Benchmarking Standards Group where feasible.

### Manage Complexity CBoxx

have published an **Industry White Paper** that highlights the common pitfalls of estimating complex UKFS software projects and proposes changes to the usual approach that could make the daunting problems of estimation solvable through the application of straightforward good management practice, with the potential to unlock even wider business benefits through **benchmarking**.

### Benefits

- Determine whether your organisation is **leading or lagging** the industry;
- Establish a program for measurable, sustainable, **continuous improvement**;
- Measure and monitor the performance of your IT suppliers and ensure you are getting a fair price;
- **Potential to generate substantial year on year cost savings on IT budgets.**