A structured framework of outcome-driven metrics is essential for quantifying mission value for technology investments. This presentation provides human services executive leaders with both fundamental and inspirational metrics for increasing the value of IT investments and creating KPIs.

More on This Topic
This is part of an in-depth collection of research. See the collection:

- Research Roundup for Digital-Outcome-Driven Metrics for Industries

Government Human Services Digital-Outcome-Driven Metrics Overview
Executives in human services can use the outcome-driven-metric examples in this presentation to increase delivery of mission value.

Many executives struggle to measure and articulate the quantifiable value aspects of their technology investments. In order to establish a clear “line of sight” between technology and institutional (“business”) outcomes executives need to build a structured metrics library. In this presentation, we suggest a simple three-layered approach:

- Aggregated Business Outcomes
- Business-Outcome-Driven Metrics (BODM)
- Technology-Outcome-Driven Metrics (TODM)

This downloadable presentation has four sections:
Section 1 provides a quantifiable value model slide with three basic example BODMs and TODMs pairs relevant to government human services focused on reducing homelessness.

Section 2 contains a set of line-of-sight slides with three basic examples of business-outcome-driven metrics (BODMs) and technology-outcome-driven metrics (TODMs) paired with the example human services societal metric — in this case, reducing homelessness.

Section 3 contains the templates to the slides used in this presentation. These can be used to start building an institution-specific metrics library.

Section 4 contains recommendations and next steps for government human services executives and CIOs.

Figure 1 provides an overview of the examples that you will find in the downloadable presentation. This presentation is part of a collected effort by all Gartner industry coverage areas (see Research Roundup for Digital-Outcome-Driven Metrics for Industries). We recommend looking at other industry decks for cross-industry inspiration for metrics. Please note that this cross-industry effort also means that we have to use some language such as business-outcome-driven metrics even though government is mission-driven (for the most part) and terms like “mission-outcome-driven metrics” would have been more appropriate. This is a necessary trade-off to enable cross-industry comparison. But it does not hinder internal renaming of the metric types.
The downloadable presentation slides will be useful if you are struggling with a framework for linking business and technology outcomes to which your business partners and you can be held accountable. This is an essential aspect of governance as you and your business partners realign to execute on your digital strategy.

This presentation is not an exhaustive list of quantifiable government human services technology metrics. Valuable outcome-driven metrics are situational and company-specific. They take time to develop. The framework and examples are a good starting point, recognizing that as you develop your metrics:

1. They will be situational to your business strategy.
2. They will align to your business and IT operating model.
3. The process will be iterative.
4. You will test their efficacy over time.
5. You will revise them regularly as priorities change.
Recommended by the Authors

- Research Roundup for Digital-Outcome-Driven Metrics for Industries

- Use Digital-Outcome-Driven Metrics to Quantify the Business Value of Technology Investments

- A Decision Model to Optimize Risk, Value and Cost

- Outcome-Driven Metrics for the Digital Era

- Postpandemic Scenarios: The Future of Social Programs and Human Services

- Top Business Trends in Government for 2021

Evidence

Gartner interacts regularly with human services organizations in many jurisdictions. Their observations, challenges and successes form the primary source data for this research. Additional evidence was obtained from vendors in this space, industry inquiries, previous Gartner research, public sources and direct experience.

