January 15, YYYY

To: Key Process Ownership Team
From: Pat Barry
Subject: **STRATEGIC INFORMATION AVAILABILITY**

This is a follow-up to the discussion we began at our last KPOT meeting on the satisfaction of information needs. I have felt for some time that we've set our sights too near-term with respect to systems measurements and want to share some data with you that make this point more clearly than I ever could.

The attached Excel spreadsheet demonstrates how the data in the existing ISP tool measure the satisfaction of information needs necessary to run our business. The users rated each information need by its importance and by the degree to which that information need is satisfied.

- The importance factors range from 1 - 5 with 5 being the most important.
- The satisfaction ratings range from 0 - 3 with 0 being 'completely satisfied' and 3 being 'not satisfied' or 'unavailable'.
- The product of the two is a weighted factor indicating the urgency of filling that information need.

I sorted the 16 information needs from Appendix C of the 1/31/YY ISP update[1] by their importance to the business and recorded their corresponding satisfaction levels. Multiplying the two factors produced startling results.

We satisfy or meet only 33% of the most critical information needs in DR, with Sales & Customer Retention being completely unsatisfied. We satisfy only 43% of the top two most important categories. Note too that the cumulative satisfaction percentage increases strictly as importance decreases.

I therefore propose an additional macro measure for the Information Technology Key Process, that being Strategic Information Availability, and recommend adding it to our scorecard. I'd like to discuss this at our next KPOT meeting and will be adding that to our agenda. I look forward to hearing your thoughts.

                               Thanks,

                               Pat Barry

cc: D. H___
     M. S___

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[1] Titled, "Information Needs That Support Critical Success Factors"

ref.: C:\KPOT\InfoNeeds.doc