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# Leveraging Metrics to Prove Quick Federal IT Wins

## Video Transcript

Michael Lumb: So, let's say that we've done all that. We've sat at the table together, we've developed our plan and now we are going at it together. What type of metrics or other ways do we measure that execution?

Scott Quehl: The, it is essential to know what are we spending on IT? What are we getting for what we are spending? And it is not always so easy. There are external benchmarks Gardner, others provide excellent benchmarks externally. There are also very valuable internal benchmarks. I would say that the

office of management and budget came to each cabinet level agency and said hey based on the following metrics, perfect or imperfect, reasonable people might reasonably agree that here are some metrics that can be used and here is how your department is standing with respect to IT spent verses peers. Here is where you seen very efficient. Here is where you aren't seeming so efficient. Now human nature might say if you are in a department, hmm, OMB says that so we are going to naturally resist that. Don't tread on me, (inaudible), get away. We are going to question

those numbers, blah, blah, blah. But if instead you can say hey look, if we can accept the number and say, particularly in light of the lack of perhaps a better number, and just say ok, this is what we are spending. And it is even within 15 percent of reality, why don't we use this as an opportunity to actually improve? Because, to actually engage internally our various stakeholders and actually make some decisions and actually put in place some initiatives where we can be more efficient. But we can take areas of say legacy spending that might account for 70 percent of our IT, do

some things fundamentally  
differently. Demonstrate some wins  
and plow the savings back into  
technology investments that we  
really care about.