



Business Measurements

Introduction

Spearheading the innovations in software development and Information Technology Solutions, ICONNECT is steered by its aspiration to be the premiere provider of the services it offers. We undoubtedly is the best place when one is looking for a competent and reliable system providers.

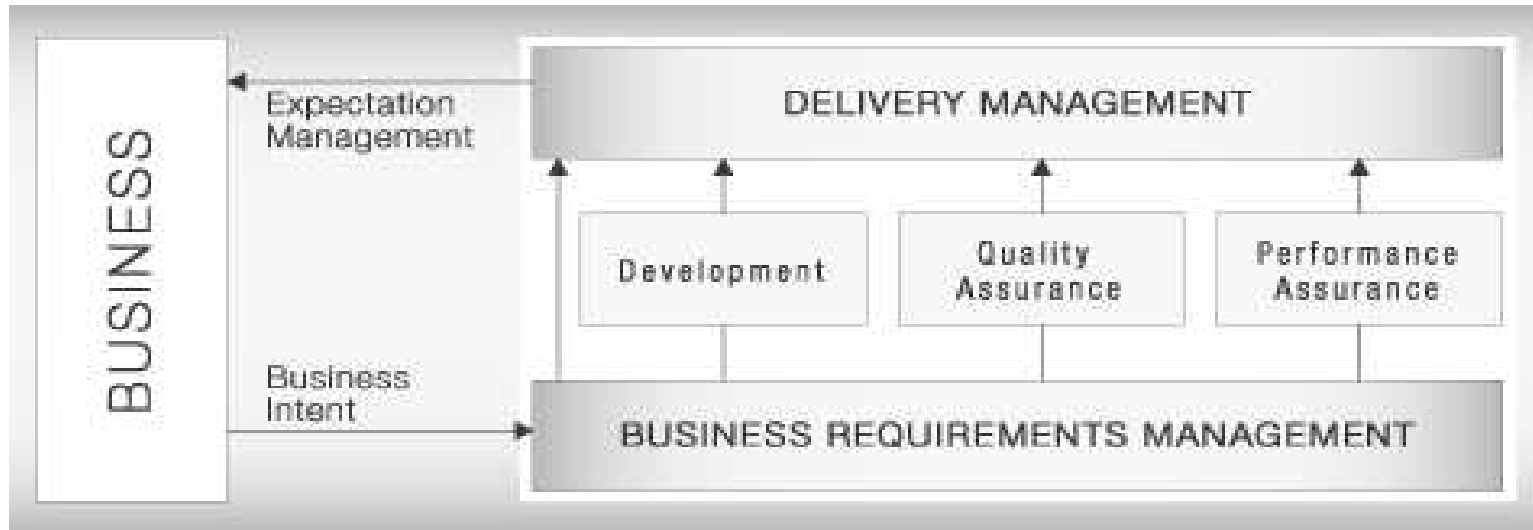
ICConnect deliver technology that functions as intended, performs as planned and contributes to the success of the business. This flexible, pragmatic philosophy is what drives IConnect Project Management Solution effective.

ICConnect uses Business Performance Measurement to help monitor and control specific activities; to predict future internal and external states; to monitor state and behavior relative to its goals; to make decisions within needed time frames; and to alter the firm's overall orientation and/or behavior

Our IConnect Business Performance Measurement has the following objectives:

- To monitor and control
- To drive improvement
- To maximize the effectiveness of the improvement effort
- To achieve alignment with organizational goals and objectives
- To reward and to discipline

Business Management



In IConnect, our approach to project delivery enables our Project Coordinators to become more effective to handle projects by continuously aligning and managing project deliverables with expected business outcomes. While an integrated discipline is implemented at every stage of the delivery process, visibility into project status and quality are provided across the entire organization, ensuring our Engineers and IT delivers projects on-time, as the business intended.

Our Commitment

- We ensure project move smoothly and swiftly through the project cycle
- Our warranty are kept to a minimum and turned round quickly
- Our suppliers delivery performance is constantly monitored
- Quality Standards are continually raised
- Sales order backlog and shipments backlog are kept to minimum
- There is overall customer satisfaction
- Research and development is always abreast with the latest technology
- The accounting and finance departments really understand the business

General Measurements

- Measuring and Controlling Performance
- Delivery Management
- Business Requirements Managements
- Automated Development
- Quality Assurance
- Application Performance Assurance
- System Measurement Programs
- IT Measurement
- Software Process Improvement Programs
- Tailoring a IT Measurement Program Support Process Improvement

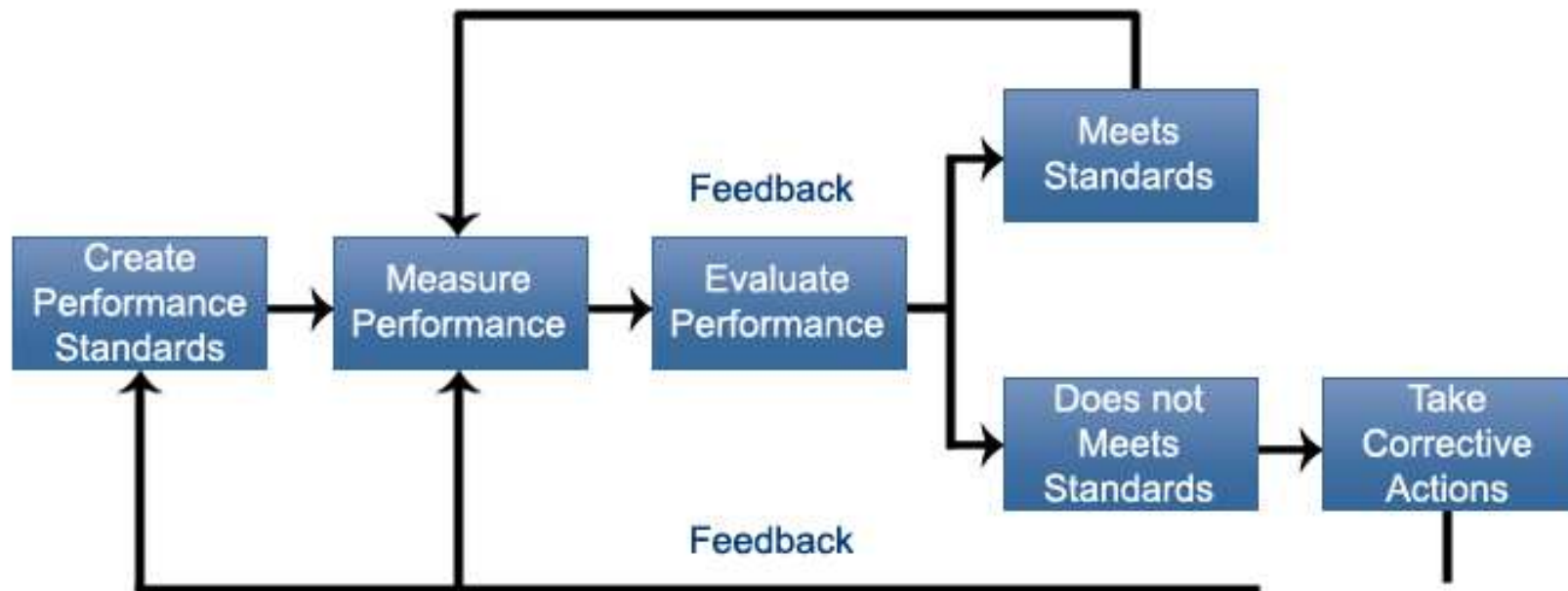
Iconnect's project measurement was designed to established a better support process improvement for IConnect System Development and Project Implementation.

Control Performance

Managers Tasks:

Measuring and Controlling Performance

Control process is a sequential action taken by management to establish performance standards, measure and evaluate performance, and take corrective action where indicated



Delivery Management

1. Onsite Model wherein IConnect team will be working in the client premises to complete the job.
2. Offsite Model wherein IConnect team will be located somewhere near to the clients premises.
3. Offshore Model wherein IConnect team visit and work with other teams in different country.
4. Onsite/Offshore Model wherein IConnect task will be distributed between onsite team working at the clients premises and an offshore team working in a different country.
5. Offsite/Offshore Model wherein the IConnect task will be accomplished by an offsite team working near to the clients premises and an offshore team working abroad.
6. Dedicated Development Center
7. Build and Transfer: IConnect set-up the facility and infrastructure, staff the development facility and establish knowledge transfer.

IConnect Automated Development

Quickly build, customize and deploy high-powered systems driven by business needs, without wasting valuable time tweaking routine infrastructure code. Expected business functionality is put at the forefront of the development process. Concise, unambiguous business requirements are fed into the project design plan, ensuring that each phase of development is delivered as expected. A tighter relationship between the business and development ensures that dates are never pushed and quality is not sacrificed.

Quality Assurance

With IConnect Quality Assurance, IConnect organizations optimize the quality of new systems by focusing on business intent throughout the entire quality process. Business requirements are prioritized and form the basis for project test plans, ensuring that quality efforts are focused on the functionality most important to the business.

Systems Performance Assurance

IConnect organizations continuously strive to satisfy their business customers by delivering high-performing systems.

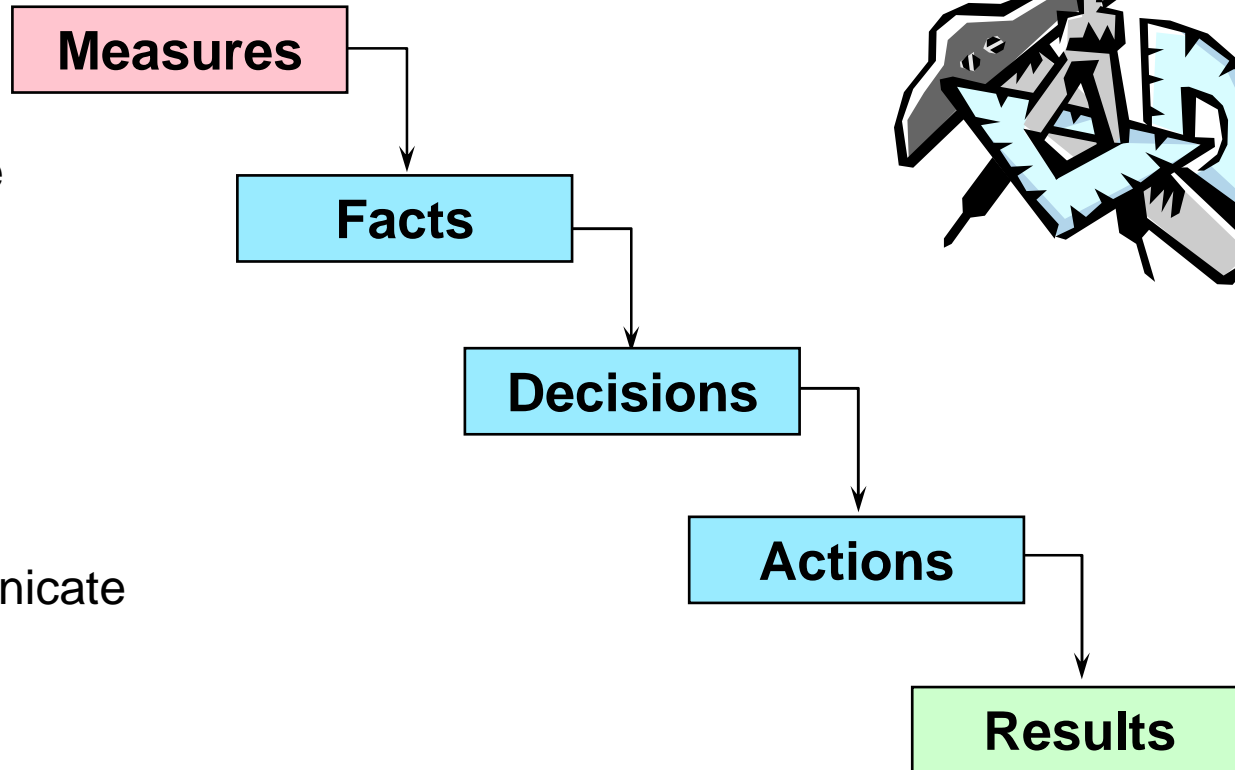
IConnect Application Performance Assurance solution is a comprehensive performance analysis offering that allows IConnect to confidently deliver applications back to the business that meet performance requirements.

Systems Performance Assurance takes a proactive approach to performance across the entire delivery cycle to ensure new and enhanced systems perform as expected when implemented. Systems Performance Assurance integrates performance profiling and transaction diagnostics with load and stress testing to offer an end-to-end approach that builds performance into the application early in the development life cycle and provides IConnect with the critical insight needed to deliver excellent application performance, while meeting project deadlines.

ICConnect Measurement Cycle

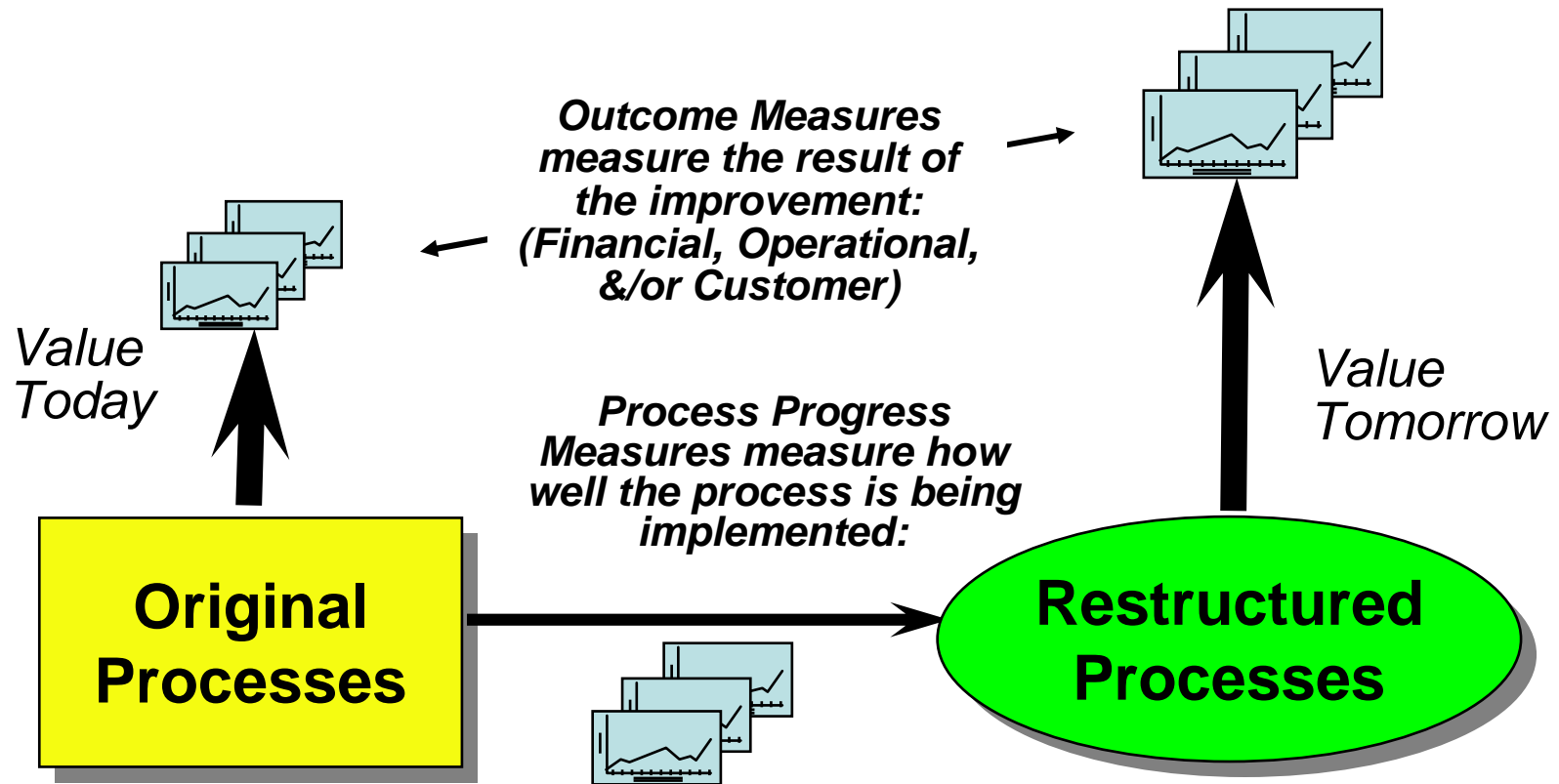


- Why Measure: **Measures**
- IConnect Manage
 - Quality
 - Cycle Time
 - Productivity
 - Risk
- IConnect Communicate
 - Management
 - Peers
- IConnect Improve Performance
- IConnect Process Improvement



“What gets measured gets done!”

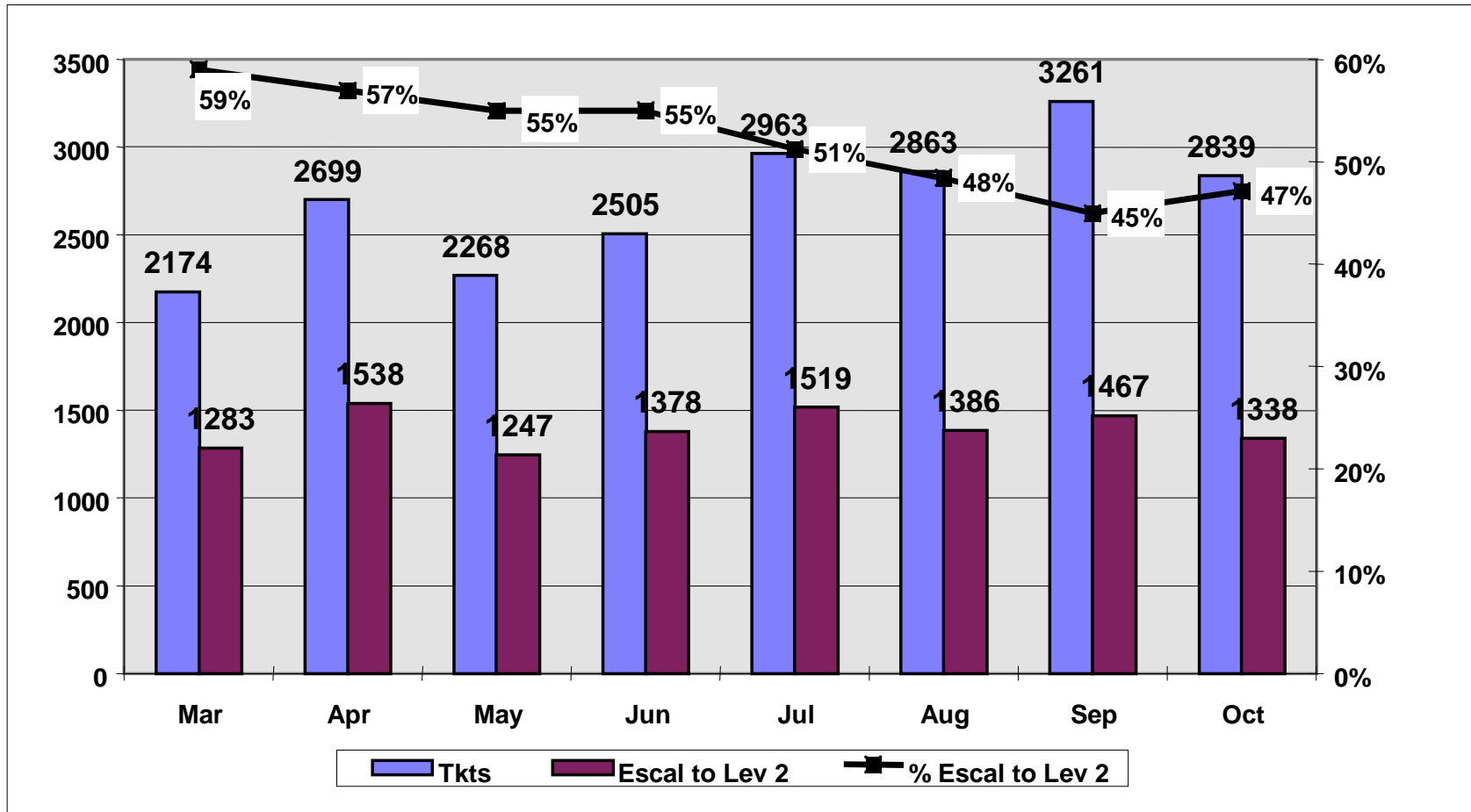
Process Improvement Measures



Process improvement measures consist of both Outcome and Progress Metrics

Operational Measure

Trouble Ticket Run Rate and Escalation to Level 2



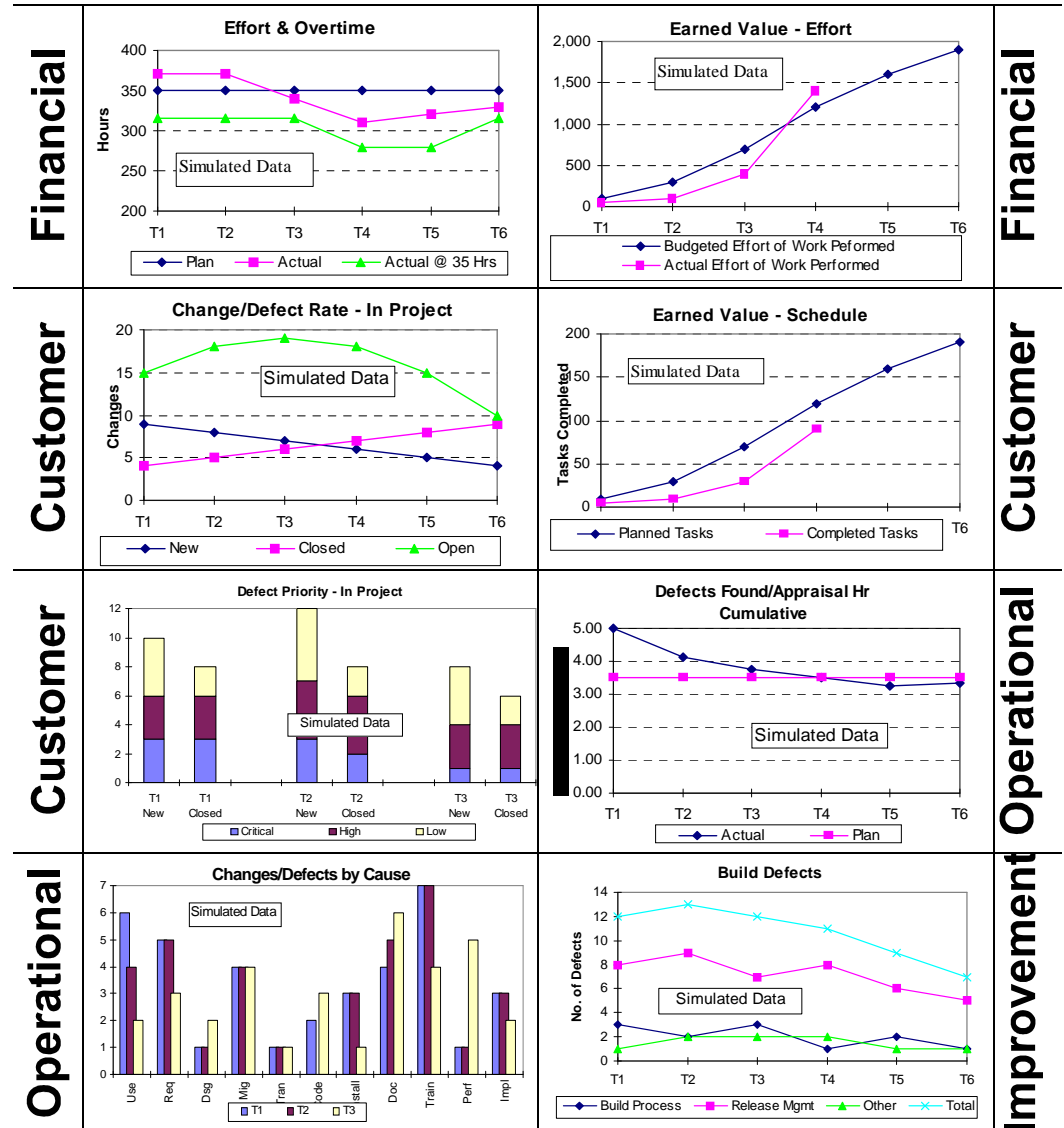
Customer Care Center Service Objective for Problems Escalated to Level 2 is <60%

Iconnect Management Effectiveness

- **Goal:**
 - Improve Requirements Management
- **Questions:**
 - How many Requirement do we have?
 - Are these the right requirements for our problem?
 - Has each Requirement been approved by all key stakeholders?
 - Has the Requirement changed?
- **Potential Metrics:**
 - **Process Progress Measure:**
 - Percent of Project Teams following the new/improved process
 - **Outcome Measures:**
 - Number of Requirements
 - Status of each Requirement
 - Number of changes to the requirements
 - Number of Requirements Defects found during Requirements Validation
 - Number of Requirements Defects found during development.
 - Number of Requirements Defects found during Testing.

Balanced Score Card for IConnect Project Managers

- Financial:
 - Effort & Overtime
 - Earned Value - Effort
- Customer:
 - Problem Rate
 - Earned Value – Schedule
 - Defect Priority
- Operational:
 - Problem found by hours
 - Problem by cause
 - Turnover
- Improvement:
 - Build Defects



ICConnect Testing Metrics

- **Goal:**
 - Measure Regression Test progress and when completed
- **Questions:**
 - What is Regression Test Progress?
 - How do we know that we are done?
- **Potential Measures**
 - **Process Progress Measures:**
 - The percent of Project Teams tracking Regression Test Progress
 - **Outcome Measures:**
 - Number of Regression Tests Planned
 - Number of Regression Tests Completed
 - Percent of Regression Tests that Completed Successfully