Monitoring and Performance Management

- Tools and processes for monitoring software performance
- Metrics and key performance indicators (KPIs) for evaluating software support and maintenance effectiveness
- Regular reporting requirements to management or stakeholders

Tools and processes for monitoring software performance

System monitoring is the process of collecting and analyzing data about the performance and availability of your IT infrastructure. It helps you identify and troubleshoot issues, optimize resource utilization, and plan for future needs.

Adopt automated tools. Such tools are used to continuously scan your entire network of apps for issues with speed, usability, security, and more. Application performance monitoring is a proactive process that helps you avoid downtime and other potential problems with business-critical apps.

Government institutions should use a system monitoring tool for performance to allow tracking progress, identify challenges, and assess the implementation of a program or project. These tools can include key performance indicators (KPIs), dashboards, checklists, and monitoring plans.

Metrics and key performance indicators (KPIs) for evaluating software support and maintenance effectiveness

Key Performance Indicators help define your strategy and clear focus. Metrics are your “business as usual” measures that still add value to your organization but aren't the critical measure you need to achieve. Every KPI is a metric, but not every metric is a KPI.

Software support and maintenance should set performance metrics which can help them drive continuous improvement. Such KPIs may include Software Uptime/downtime, Average issue response time, average issue resolution time and user satisfaction

Regular reporting requirements to management or stakeholders

Software support and maintenance teams should regularly report their performance to their stakeholders. Reporting should be based on agreed metrics and KPIs such as Software Uptime/downtime, Average issue response time, average issue resolution time and user satisfaction.

It should also including reporting on any resources required to improve performance such as investing in automated tools, training needs or need to hire more support staff.