IT KPI Scorecard

A one-page health check for CFOs, CIOs and executive teams. Rate each measure to see where your technology dollars are well managed and where they need attention.

How to use it: for each measure, mark the column that best describes your organization today. Green: healthy · Yellow: watch · Red: act now

AREA	MEASURE	GREEN	YELLOW	RED	YOUR RATING
Strategy & Demand Are dollars going to what matters?	IT spend aligned to top business priorities	80% or more	60–79%	Under 60%	○ ○ ○
	Requests entering through one intake front door	90% or more	70–89%	Under 70%	○ ○ ○
	Projects started with an approved business case	90% or more	70–89%	Under 70%	○ ○ ○
Governance Are decisions made well and on time?	Portfolio reviewed with leadership	Monthly	Quarterly	Ad hoc or never	○ ○ ○
	Active projects with a named executive sponsor	100%	90–99%	Under 90%	○ ○ ○
	Oversight matched to project size and risk	Tiered by project type	One process for all	No consistent process	○ ○ ○
Capacity Can teams deliver what is promised?	Unplanned work as a share of team capacity	20% or less	21–35%	Over 35%	○ ○ ○
	Committed work compared with available capacity	90% or less	91–105%	Over 105%	○ ○ ○
	Critical systems that depend on a single person	None	1–2	3 or more	○ ○ ○
Financial Management Can finance trust the IT numbers?	Forecast accuracy (actual IT spend vs. forecast)	Within ±5%	±5–10%	Beyond ±10%	○ ○ ○
	Time entered on time and to the right project	95% or more	85–94%	Under 85%	○ ○ ○
	CapEx/OpEx classification documented and reviewed	Every project	Major projects only	Not reviewed	○ ○ ○
Delivery Does work land as planned?	Projects delivered on time	80% or more	65–79%	Under 65%	○ ○ ○
	Projects delivered within 10% of budget	85% or more	70–84%	Under 70%	○ ○ ○
	Benefits tracked after go-live	All major projects	Some projects	Not tracked	○ ○ ○
Risk Are surprises being prevented?	Critical systems with a recovery plan tested in the last year	100%	80–99%	Under 80%	○ ○ ○
	High-severity project risks past their action date	None	1–3	More than 3	○ ○ ○
	Major vendor contracts reviewed before renewal	All	Most	Few or none	○ ○ ○

READING YOUR RESULTS

Mostly green: strong discipline. Keep reviewing these measures each quarter.
Several yellows in one area: that area is drifting. Fix it before it turns red.
Any red in Financial Management or Capacity: leadership is likely making decisions on numbers it can't fully trust.

WANT A SECOND OPINION?

The IT Financial Clarity Assessment turns this scorecard into verified findings and a prioritized roadmap in 3–4 weeks, led personally by Mark Welle.

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Thresholds are general guidelines; the right targets depend on your industry, size and strategy.

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