Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies

1. Title	Define metrics and methodologies to measure business performance of applying new technologies
2. Code	ITSWAR505A
3. Range	Define metrics and methodologies for evaluating the business performance under the existing and new technology architecture [Architecture – Business Architecture]
4. Level	5
5. Credit	3
6. Competency	**Performance Requirement** 6.1 Understand various metrics and methodologies — Be able to understand various metrics and methodologies for evaluating the business performance for adopting existing and new technologies See Remark 1 for examples of metrics and methodologies. 6.2 Understand the business impact of adopting new technologies — Be able to perform impact and risk analysis on the usage of existing technologies and new technologies in the business architecture See Remark 2 for examples of related methods. 6.3 Perform the cost-benefit analysis of adopting new technologies — Be able to use appropriate metrics and methodologies to measure the costs and benefits of adopting a new technology in the business architecture See Remark 2 for examples of related methods. 6.4 Correlate the business performance indicators to technology capability metrics — Be able to map the technology capability metrics (e.g. transaction throughput) to business performance indicators (e.g. transaction cost) for establishment of possible improvement via the use of new technologies
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) perform the cost-benefit analysis of adopting new technologies to the business architecture; (ii) continuously monitor the business performance of using the existing technologies; and (iii) continuously seek improvement on business performance via new technologies.
Remark	1. Examples of metrics and methodologies are: 　a) Key Performance Indictors 　b) Return on investment analysis 　c) Internal rate of return 　d) Balanced scorecard 2. Examples of related methods are cost-benefit analysis and force field analysis. 3. Pre-requisite: ITSWAR605A 4. Co-requisites: ITSWAR504A, ITSWAR606A