



# Performance Map

Based on best practice Enterprise Modelling & Architecture principles

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## Introduction

Performance is a complex subject that interlinks with multiple components within the organization. In order to better capture and document all of the objects, Performance is built as a map. The Performance Map is an accurate list and representation of decomposed and/or composed objects. A map is often represented in the form of a simple list or a chart laid out in columns in either a document or a spreadsheet. It's appearance ranges from that of a single list of one object or that of multiple objects across multiple rows within one or more (specific) columns.

The purpose of constructing an Performance Map is to build an inventory or indexed list of objects that are to be either decomposed or composed for later usage within the business layer, information layer and/or technology layer of an enterprise. It is a powerful yet simple to use tool that allows the practitioner to document large amounts of information in a structured and coherent way.

## Performance Map

The Performance Map provides you with a detailed overview of identified performances (each identified with a unique name and ID number), performance indicators, monitors, controls, performance expectations, performance drivers, organizational measures, reporting, locations, service measurements, process measurements, system measurements as well as application/system reporting.

### How to use the Performance Map

Identify and capture performances (each identified with a unique name and ID number), performance indicators, monitors, controls, performance expectations, performance drivers, organizational measures, reporting, locations, service measurements, process measurements, system measurements as well as application/system reporting.

*For example:*

1. A performance may have multiple yet specific associations with internal and/or external value drivers, goals (business, information or technology), value expectations, value propositions, strategic business objectives (SBOs), objectives (plan, forecast, budget, etc.) as well as value indicators (CSF).
2. Multiple performances may have an association to any single specific internal and/or external value driver, goal (business, information or technology), value expectation, value proposition, strategic business objective (SBO), objective (plan, forecast, budget, etc.) as well as value indicator (CSF).

What	What			Why		Where	Who	Where				Who
Performance #	Performance Indicator	Monitor	Control	Performance Expectation	Performance Driver	Organizational Measure	Reporting	Location	Service Measurement	Process Measurement	System Measurement	Application/System Report
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Table 1: Performance Map.

Please note that the objects we have listed here are the most typical objects that are commonly used within a Performance Map, but there may be more (or fewer) relevant objects that are used within your organization. If that is the case, feel free to either add new ones, or remove any objects that are not relevant, or are otherwise unimportant, for this particular map.

Also note that the objects might have a different name in your organization, so make sure to adapt the objects of this artefact so that it fits to the taxonomy of your organization.

The objects involved with a Performance Map is shown in Table 2.

Objects used with a Performance Map		
Notation	Name	Description
	Measure (performance indicators, organizational measures, service and process measurements)	An external or internal factor that drives, establishes motivation for or influences the direction of an enterprise.
	Monitor	To be aware of the state, through observation or measuring. To supervise and to continually check and critically observe. It means to determine the current status and to assess whether or not required or expected performance levels are actually being achieved.
	Control	The exercise of restraining or directing influence. It includes decision making aspects with accompanying decision logic necessary to ensure compliance.
	Expectation (performance expectations)	The anticipated benefits that are of worth, importance, and significance to a specific stakeholder.
	Driver (performance drivers)	An external or internal factor that drives, establishes motivation for or influences the direction of an enterprise.
	Report (reporting)	The exposure, description, and portrayal of information about the status, direction or execution of work within the functions, services, processes, and resources of the enterprise.
	Location	A point, facility, place or geographic position that may be referred to physically or logically.
	System Measurement	Measures that are defined and implementable within an application.
	Application/System Report	Reports that are defined and implementable or implemented within or by an application.

Table 2: Objects typically associated with a Performance Map.

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