

Take these three progressive steps to ensure technology resiliency efforts are aligned to create value for your internal and external clients.

## Resiliency Steps

## Solution

### 1. Measure your technology system outputs:

Whether you have installed robust telemetry systems, like Dynatrace, Splunk or Geneos, or you have home grown solutions, real-time measurements are key.

No telemetry measures? No problem. LABUR can use **measurement tools** to leverage the inherent logging in your systems for lightweight solutions, or help you implement COTS telemetry products.

**2. Develop relationships between technology system measurements and business KPIs:** The reality is that not all technology measures matter equally. Know which technology matters move the needle on your business KPIs so that you are paying attention to the right things.

LABUR can apply AI tools to sift through your data to relate technology to business outcomes. Those relationships can then be used to create **predictive models** so that you get ahead of issues, and so you are not just reacting to data.

**3. Connect your strategic technology efforts to your system data:** This includes relating your Technology Risk Program measures to the system data. You should have direct hypotheses or conclusions about where to apply your technology investment to move your system measures that drive business outcomes.

Predictive models are extended to strategic technology efforts to create **application insights**. LABUR can provide a clear, predictive linkage between your technology investments and business outcomes, creating a virtuous cycle of IT value.

Starting with your existing measurements of what matters most to your bottom line – including key performance indicators like timeliness and quality of deliveries, real cost per unit and variable cost per unit – these three steps are then applied to increase the effectiveness of your technology investment, as well as your ability to measure and justify ROI.

Each step adds value and further differentiates how you leverage your IT investment to drive bottom-line results.