



# Performance Diagnostic<sup>®</sup>

## Pinpoint Latent Opportunities with the *Performance Diagnostic*<sup>®</sup> from Clarrus

Our *Performance Diagnostic* provides an inexpensive, quick and objective analysis of your development organization. It can be used as input to a project retrospective, initial insight towards an improvement initiative, or simply to provide another set of data points to help you manage your team effectively. Insightful, objective feedback provides information for immediate use.

### *Performance Diagnostic* – Features

- Web-administered diagnostic of the practices and performance of your entire team
- Provides insight comparable to a much more extensive process audit
- More than just summed totals or averaged results – meaningful and actionable information is derived from higher-level data trends, such as the degree of correlation across your team, and self-assessed capabilities compared with actual performance
- Objective feedback validates your team’s actual performance and eliminates biases
- Feedback includes data correlation, team demographics and practices vs. performance, key risks the team faces, and recommended next steps for improvement
- Benchmark against industry data generates an Effectiveness Quotient (EQ) that allows unbiased, direct comparison against other organizations
- Extremely versatile – compare different groups within your organization against one another, compare with industry averages, or periodically check progress of your group over time
- Feedback is provided in aggregated form and is completely anonymous

Sample diagram from a completed *Performance Diagnostic*





## Key Distinctions – A Comparison

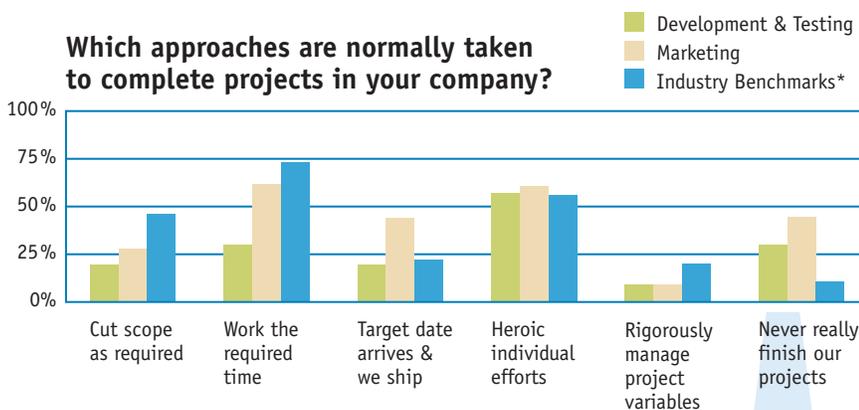
### Performance Diagnostic

- Entire effort is less than the equivalent of a day of consulting for similar engagements
- Captures specific and relevant information about your organization's practices
- Spans the entire organization and development cycle

### Typical Industry Approaches

- Extensive process assessments can be lengthy and expensive propositions
- Industry benchmarking reports can be valuable for insight into the industry, but don't map directly to your organization
- Limited audit of the team and practices

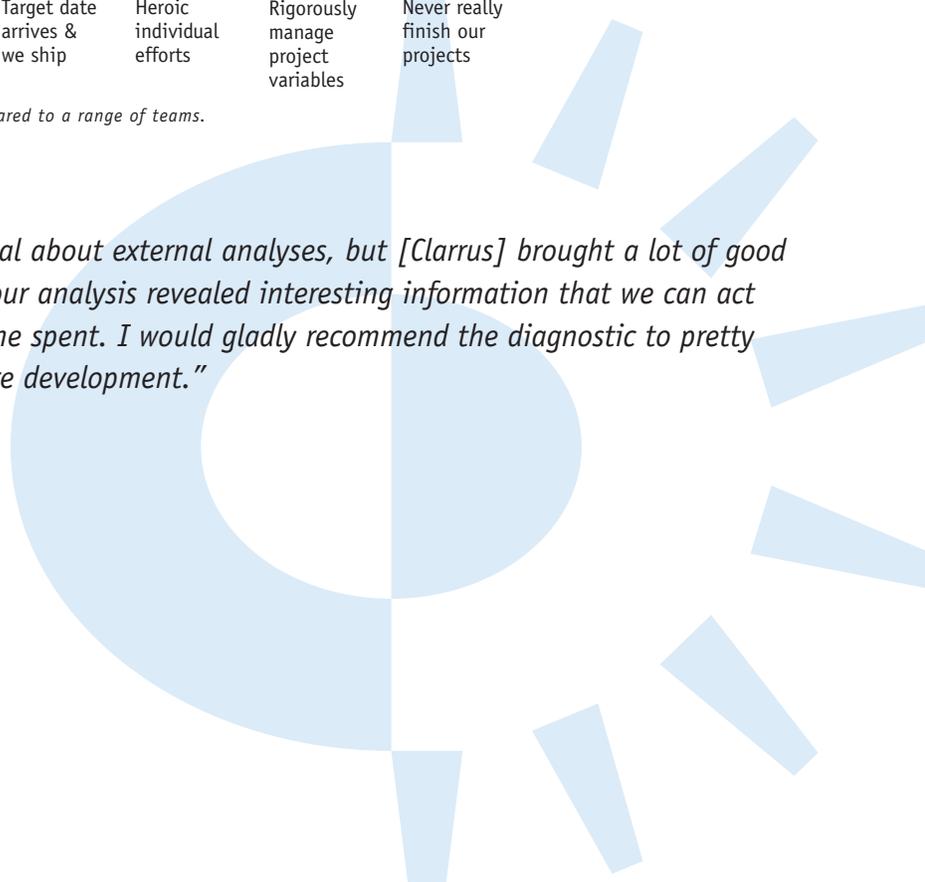
Sample diagram from a completed *Performance Diagnostic*



\*Industry Benchmarks can be compared to a range of teams.

*"I am normally very skeptical about external analyses, but [Clarrus] brought a lot of good common sense into this activity. Your analysis revealed interesting information that we can act on and was definitely worth our time spent. I would gladly recommend the diagnostic to pretty much anyone involved with software development."*

Yuri Khramov  
Principal, SchemaSoft





## Implementation – Quick and Easy

### E-mail Invitation

- Sent to all participants providing a link to the diagnostic questions
- Includes how-to-use information about diagnostic and assurance about anonymity

### Web-based Diagnostic

- Disseminated to entire team and up the management chain
- Completed independently; participants typically require less than 10 minutes to respond

### Collation and Distillation

- All responses are automatically sent back to Clarrus and collated for analysis
- Salient elements are extracted and captured for presentation

### Feedback Discussion

- A convenient time is arranged to discuss results with the entire team
- Open discussion raises insight into organizational behaviors and performance, and identifies areas for improvement

### Provided Reports

- Presentation slides are provided for future reference
- Collected and presented information preserves the anonymity of respondents

*“We found the diagnostic very effective in providing a way for our teams to express their views on areas that we need to improve. At the same time, seeing where we were doing relatively well offered some great perspective and encouragement.”*

*Michael Nienhuis  
VP Operations  
Class Software Solutions*

## Contact

Call Clarrus at 604-540-6718 to find out more about how our *Performance Diagnostic* can help pinpoint latent opportunities in your development organization.