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The KPIs described earlier are critical to managing and controlling Change Management activities. The following table lists each Change Management KPI and the question it is trying to answer:

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Change Efficiency  
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...  
The purpose of the  
measurements and  
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support good decision-making and continual improvement by decreasing the levels of uncertainty. This is achieved through the collection of relevant data on various managed objects and the valid assessment of this data in an appropriate context.

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Now, measurement and reporting is the practice of supporting good decision making and continual improvement by decreasing levels of uncertainty. You'll do this by measuring things. Try to read one of our articles here at [itil.diontraining.com](http://itil.diontraining.com) about the continual

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improvement model  
discussing about  
measuring and  
creating a baseline.

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customer satisfaction and look at outcomes and impacts of processes, rather than just measuring the processes.

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