



West-Central
Planview Virtual Customer Forum
Thursday, July 22nd, 2021

Outcome Driven Planning using Planview OKRs

Objective & Key Results and Capability Demo

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What are Objectives and Key Results (OKRs)?

Objectives and Key Results (OKRs) are a powerful, collaborative goal-setting framework for defining and tracking objectives and their outcomes.

Objectives



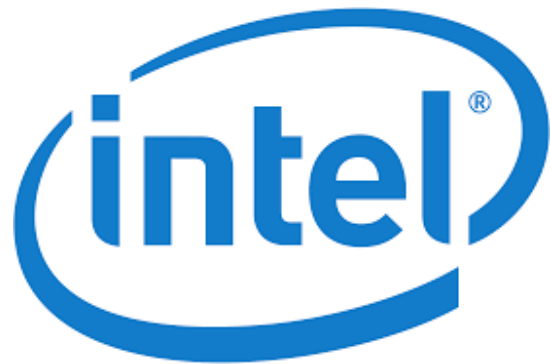
Where you want to go

Key Results



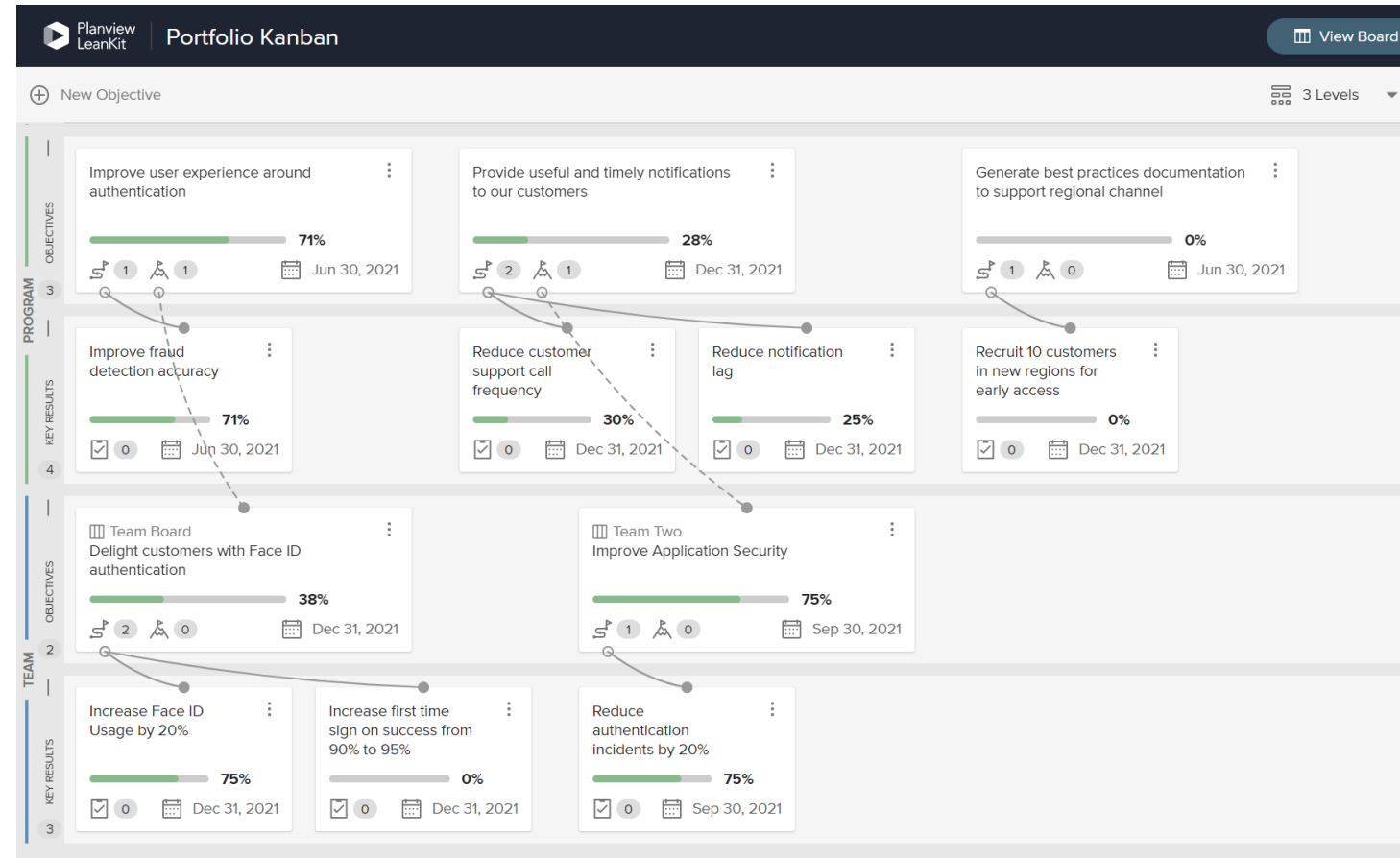
How you plan to get there

Who uses OKRs?



Define and Track Outcomes with Planview OKRs

- Develop outcome-driven planning by defining objectives
- Define and track success with leading and lagging key results
- Drive work based on the desired outcomes
- Align strategic priorities from the enterprise to the team



Align Objectives Across the Organization

Portfolio
Level

Objective: *Create an awesome mobile banking experience*

Key Result: *Increase mobile banking customer base by 50%*

Key Result: *Improve NPS score from 80% to 90%*

Program
Level

Objective: *Improve user experience around authentication*

Key Result: *Launch biometric auth for iOS and Android devices*

Key Result: *Maintain customer satisfaction score of 95%*

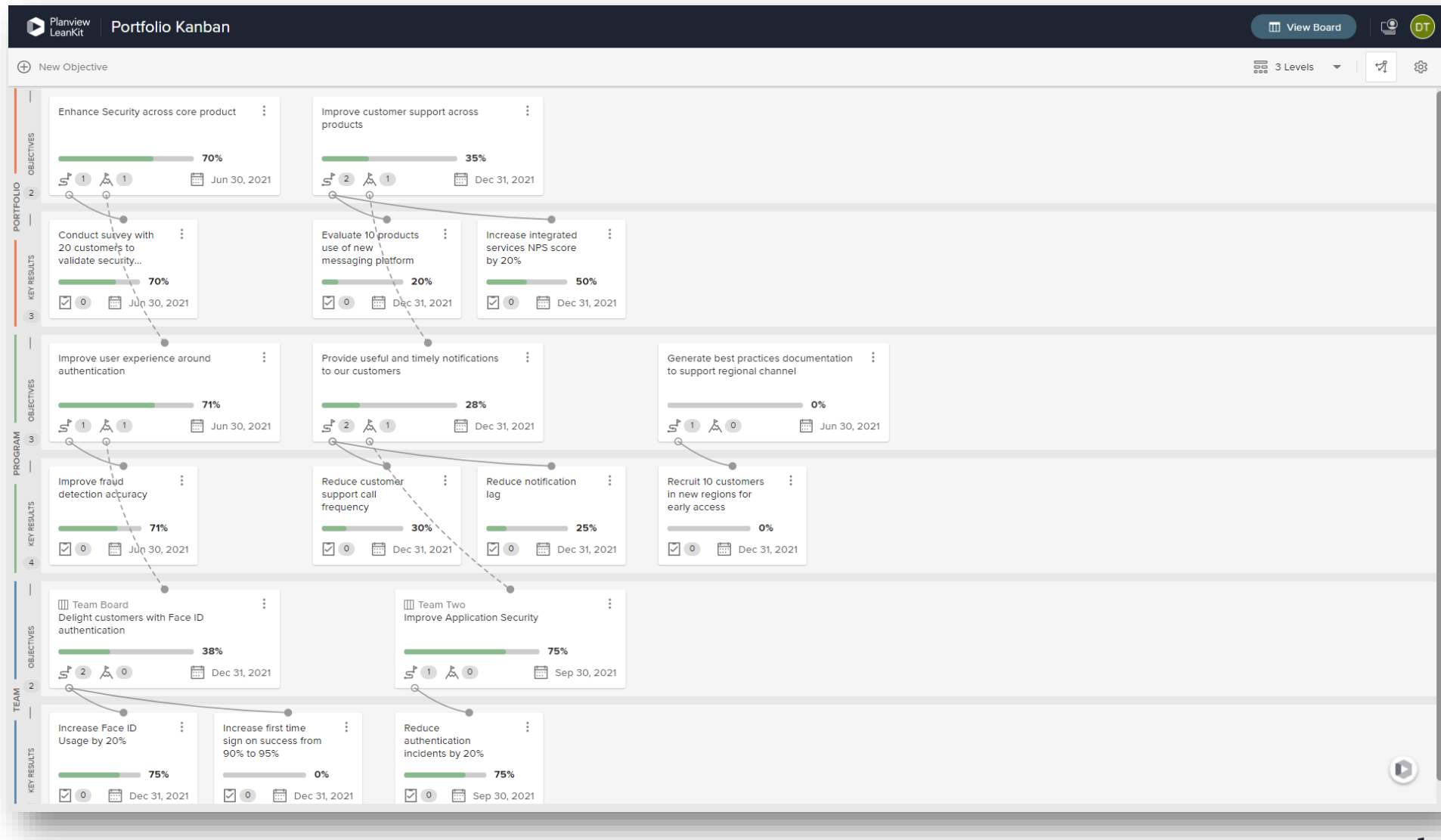
Team
Level

Objective: *Delight customers with Face ID authentication*

Key Result: *Increase Face ID usage by 20%*

Key Result: *Reduce authentication incidents by 10%*

Introducing Objectives and Key Results (OKRs)



Benefits of OKRs



Foster Outcome-based Planning



Guide Teams on Where to Go, Not How to Get There



Provide a Single Line of Sight into Value