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Publications:

Expected Benefits to Industry
- Metrics that provide leading and lagging information for enterprise transformations
- Analysis of relationships between enablers and barriers to measuring transformation within an enterprise
  - Culture & Organizational Inertia
  - Leadership & Management Support
  - Knowledge
  - Total Employee Involvement
- Identification of best practices, heuristics for analyzing socio-technical systems
- Cost/Benefit analysis for implementing measurement frameworks

Research Methodology
- Phase I: Literature review and prior metrics research
- Phase II: Pilot survey/interviews, second hand case studies, and identification of industry needs
- Phase III: One in-depth case study

Research Contribution:
The development of an empirically-validated set of leading and lagging metrics that provide insights on enterprise transformation.