Workshop 3 · 4 hours

Value and Measurement

Usable work results and reliable evidence

Capacity, expenditure and contractual value kept separate

Measurement rule

Measured estimated or open

Every number has a source, unit and period

Estimates have an owner and review date

Unknown does not mean an evidenced zero

Types of effect

Capacity and expenditure

Released hours create usable capacity

Cash-releasing savings require a specific expense to be removed

Budget owners confirm that share

Tool choice

Three tools for different questions

Public calculator: compare time and work value

Scoping Workbook: examine cost, assumptions and business case

BOI CFO Calculator: separately approved contractual logic

Worksheet 3.2

The whole process

From trigger to a professionally usable result

Include preparation, processing, review and handover

Capture corrections and knowledge maintenance fully

Units

Active team time and waiting time

Add active minutes across all participating roles

Record elapsed and waiting time separately

Add rework only if it is not already included

Worksheet 3.3

Execution Unit

Completed work needs a verifiable end state

Failures and technical repeats do not count again

Handovers count only by prior agreement

No duplicate reduction

Usage and population

Eligible tasks form the denominator

Tasks actually handled with the solution determine usage

Apply the usage rate exactly once

Value Ledger

Catalogue value classes

Avoided: work disappears; Accelerated: work becomes faster

Enabled: newly possible and visible, not billed as contractual value

Outcome: downstream process value needs baseline and attribution

Worksheet 3.4

Value Ledger without overlap

One effect belongs in only one value row

Quantity, delta and unit must match

Attribution and Confidence are reasoned factors

Worksheet 3.5

Cost Card and maintenance effort

Without an agreed hourly rate, show hours only

Review, support and knowledge maintenance require effort

Do not state evidenced net value without a complete cost basis

Worksheet 3.6

Control Envelope and countermetrics

Distinguish Direct, Shared and External

Record attribution and exclusions beforehand

Review time gains alongside quality and correct handover

Worksheet 3.7

Baseline and comparison

Choose representative period and case mix

Record exceptional events and other changes

Jointly approve baseline before the measurement period

Auditability

Evidence trail

Case ID, system status and timestamps

Domain output review and permitted access

Version and change rationale for measurement rules

Robustness

Base and downside scenario

Base: 1,000 eligible cases per year, 70% usage.

Current active team time is 10 minutes per case, future time is 7. How many cases are used and how many hours are released?

Write down your calculation. Then compare both scenarios in the calculator. What happens to capacity and annual spending?

Separate approval

BOI and contractual boundaries

Operating Base, Execution and Verified Outcome according to the current offer

Check Hurdle, Outcome Cap and Total Cap as contract mechanics

The public time calculator and workshop are not a quotation

Worksheet 3.8

Observe and the next decision

Confirm scope and acceptance criteria

Check baseline, Cost Card, Control Envelope and evidence

Stop, adjust or continue using agreed data