



DEVELOP

IMPACT/DIFFICULTY MATRIX CRITERIA

Why use it? This is a basic starting point to define what “impact” and “difficulty” means for your agency. Your team will use this criteria when determining where items fall on the Impact/Difficulty matrix. Leverage the experience of your team to see what other criteria may be included.

IMPACT CRITERIA		DIFFICULTY CRITERIA	
Low	High	Low	High
Adds or maintains processing time	Reduces processing time	Requires no IT changes or can be completed in less than 8 hours	Requires technology changes
Decreases employee job success	Maximizes employee job success	Requires little or no cost/resources	Requires budget allocation to implement
Maintains or increases risk	Reduces risk	No changes to FTE allocation	Requires additional FTEs
Increases psychological workload	Reduces psychological workload	Easily accomplished in 90 days	Takes more than 90 days to accomplish
Shifts workload to others outside of team	Decreases overall workload	May cause policy change	Requires statutory change