

## Metrics Worksheet

**Related Process or Service:**

### Measurement Overview

Measurement Objective:	Describe the issue you propose to address. Why is this metric necessary? In general, measurements should relate to service health, performance goals and expectations, or other specifics identified in the SLA or OLA. A possible starting point could be measuring availability, performance, and service responsiveness as general indicators of service health.
Information Needed:	
Relationship to Organizational Objectives:	This information can assist ITS in communicating to stakeholders how the work being done relates to defined priorities.
Description of Proposed Measurement:	
Possible Outcome(s) of Measurement:	How will this metric be used and by whom?

### Measurement Specifics

Proposed Data Sources:	
Frequency and Methods of Data Collection:	
Proposed SLA or other Industry Benchmarks:	

Processes to be Created or Modified:	Process Description:	Describe the business process required to collect the data.
	Success Criteria:	

Performance Target:	Description:	Describe the performance target or range. This will help to ensure the target is achievable and realistic.
	Action Taken:	

Quality Assurance:	How will the data be verified for accuracy and completeness?
--------------------	--

Publishing Detail:	Description:	Will this be published internally or to the campus?	
	Frequency:		Include reporting periods required by SLA, plus any additional reporting.
	Service Page Links:		

Impact of Collection:	Impact:	What is the impact/cost of collecting data (staff time, productivity, etc)
	Value:	

## Metrics Worksheet

<b>Limitations to Data Collection:</b>	Describe any limitations to collecting data (lack of tools, resources, etc.)
<b>Reporting Specifications:</b>	Describe the technical specifications here. How will tool upgrades or other changes affect reporting?
<b>Review Process:</b>	To prevent metric from becoming obsolete, how often will it be reviewed for accuracy and relevance? If the tool(s) change, will the metric need to change?
<b>Role Definition:</b>	Describe who will be responsible and how often the task will be performed <ul style="list-style-type: none"> <li>• Data collection</li> <li>• Data review</li> <li>• Publishing</li> <li>• Quality Assurance and Assessment</li> <li>• Metric review</li> <li>• Other</li> </ul>

### Risk Analysis

	Risk	Mitigation
Risks to Data Availability or Completeness:		
Risks to Data Accuracy or Interpretation:		
Other Risks:		