

Detailing Metrics

A resource handout of considerations once a metric has been selected.

Example:

Metric	Hours of Wi-Fi Use
Owner	John Doe, IT manager
Stakeholders	Directors, board of trustees
Operational definition	Hours of Wi-Fi used by patrons in libraries and in parking lots; hours used by staff not included
Type of Measure (input, output, outcome, customer satisfaction)	Output
Purpose of collecting	Determine demand for outside use of Wi-Fi and if additional resources are needed
Formula	$[(\text{minutes of Wi-Fi use in libraries} + \text{minutes of Wi-Fi use in parking lots}) - \text{minutes of Wi-Fi use from IPs beginning with (insert number)}] / 60 = x.xx \text{ hours}$
Normalization (adjustments to permit equal comparisons of data over time)	Source provides data in minutes per month; convert minutes into hours by dividing total by 60 (60 minutes per hour)
Precision	x.xx (two decimal places)
Baseline	6,401.39 hours in August 2020
Target	9,000 hours/month
Benchmarks	Comparable organization A: 8,243.26 hours/month Comparable organization B: 9,567.43 hours/month
Data source	Xfinity monthly report emailed to manager of IT
Frequency of data collection	Monthly
Data security	File stored in SharePoint in folder named 'Xfinity Monthly Reports'; accessible to managers and directors only

Responsibilities and frequencies for analyzing and reporting including who to receive report, when and where provided, how [email, hard copy, Excel)	IT manager emails electronic version of report monthly to finance director, who is responsible for reviewing it and responding to IT manager with suggestions for change, if any
Quality check (verified and validated by)	Jane Smith, Data Manager
Next date for metric review	January 3, 2021
Overview of plan to achieve target metric	[work plan linked here]

Detailing Metrics Template

Metric	
Owner	
Stakeholders	
Operational definition	
Type of Measure (input, output, outcome, customer satisfaction)	
Purpose of collecting	
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Precision	
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Data source	
Frequency of data collection	
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Responsibilities and frequencies for analyzing and reporting	
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Overview of plan to achieve target metric	