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| Serial Number | Metric Name | Metric Description | Expected Benefits | Stakeholders affected | Stakeholder responsible for monitoring |
| 1 | Processing Time | The time taken by the computer based system to get the relevant information about all the stakeholders | The computer based would be faster which contributes to ease of use. Moreover, when there is urgent requirement information needs to be processed fast. | Pilot volunteers, Patients, Passengers | Software Engineer |
| 2 | Number of records of stakeholders | It measures the amount the data the computer based system has. | With more data fed into the system. The system becomes robust. | Pilot volunteers, Patients, Passengers | Data Manager. |
| 3 | Defects | It measures the inconsistency of data. | Minimizing number of defects will increase the reliability on the system. | Employees at the company. | Project system designer |
| 4 | Training Hours | Number of training hours that each team goes through must be measured. | It ensures that the human resources get familiarized with the computer based system. | Project team. | System Analyst. |
| 5 | Scope Change approval | Record the changes in requirements. | It enables the project team to plan for the changes. | Project team | CEO, Project manager |
| 6 | Employee Complaints | Record all the employee complaints with respect to system. | It will enable the project team to address the grievances of the employees. | Employees of the company | Project team. |