Proposed Metamodel Changes (measurement attributes are placeholders only, see below)



*Example for discussion*

Output Instance 1

Output Name:  
- Food Safety Certificate

Output Description:  
- Permit certifying food safety inspection pass

Service Output Type:  
- Period of Permission

Output Type:  
- Service Output

Service Value Instance 1A

Service Context Name:   
- Food Service Establishment Owners

Client Indicator: Yes

Beneficiary Rank: Secondary

Service Value:   
- permission to operate business

Service Value Instance 1B

Service Context Name:  
- Food Service Establishment Patrons

Client Indicator: No

Beneficiary Rank: Primary

Service Value:  
- confidence in safety of food preparation in certified food service establishments

Outcome Instance A

(Target Group= Food Service Establishment Owners and Need= Comply with food safety standards)

Outcome Name:  
- Increasing food service establishment compliance with food safety standards

Outcome Instance B

(Target Group= The Public and Need= Protection from food-borne illness in food service establishments)

Outcome Name:  
- Decreasing incidence of food-borne illnesses originating in food service establishments

Notes:

1. “The Public” is a standard Target Group defined as the residents, workers and visitors within the jurisdiction.
2. The Need in Outcome Instance B (‘Protection from food-borne illness in food service establishments’) is one expression of ‘Protection from food-borne illness’. We would see the more general Need appear in a PLM, with Outcome B and Outcomes from other Services contributing. (I can’t think of any at the local level, but OMAFRA has lots, like food import controls.)
3. Subtle but important point: the assertions in Outcome B and Service Value 1B are in balance, i.e. they reflect each other:
   1. Need: Protection from food-borne illness in food service establishments
   2. Service Value: confidence in safety of food preparation in certified food service establishments
   3. Outcome: Decreasing incidence of food-borne illnesses originating in food service establishments (evidence the Public’s confidence is not misplaced)

But the same is not true of Outcome A and Service Value 1A – only the Need and Outcome reflect each other:

* 1. Need: Comply with food safety standards
  2. Service Value: permission to operate business
  3. Outcome: Increasing food service establishment compliance with food safety standards

This is because the Need as stated is an expression of the Food Service Establishment Owner’s underlying Need, which is for income. The GSRM pattern is: the need to comply with regulations is an expression of the need to mitigate risk is an expression of the need for economic viability. So I made the Service Value statement speak to the underlying Need.

The measurement attributes are:

Output measures

* Volume Count - Planned
* Volume Count - Actual
* Volume Period Start
* Volume Period End

Outcome measures

* Target Level (Goal)
* Achieved Level (Actual)

Service Value measures

* Planned Client Set
* Served Client Set
* Client Set Takeup
* Achieved Service Level

The (M) after an attribute means it should be Mandatory.