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# Dashboard

## Customer Dashboard Table

### R.Level

Relation level from recent CSAT survey – Range from L1 to L4.

Red Zone – If tenure of team is more than 1y and CSAT Survey is not available

### Team Size

The team members are considered from HRMS report.

### Team Composition

**Team composition is calculated only for dev team members**

Total developers = No of (I1+I2+I3)

No. M1/M2 = Sum of M1/M2

Under Utilized Score =

If Total developers < No. M1/M2 \*4

Then No. M1/M2 \*4 - Total developers

Over Utilized Score

If Total developers > No. M1/M2 \*7

Then No. M1/M2 \*7 - Total developers

I1 Balance score = No if I3 – I1

**Final Score= Total developers + No. M1/M2 + Under Utilized Score+ Over Utilized Score+ I1 Balance score**

**Zones Based On score**

Red -6, -5, 5, 6

Orange -4, -3, 3, 4

Green -2, -1, 0, 1, 2

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| -6 | -4 | -2 | 0 | 2 | 4 | 6 |

### SP Productivity

Story points delivered by per developer per month.

SP productivity = Sum of story points completed / No of assignee in Jira report

Note – In case of estimates provided to a ticket instead of Story points. 8 hrs are considered to be 1 story point.

Displayed SP Productivity is average of last 3 Months

### Orion Compliance

Percentage of compliance in last 3 months.

**Overall Compliance**

* + SP % >=60
  + No Epic (%) <= 40
  + Epic Concise title >=80
  + Due Date >=60
  + Work Log >=80
  + Cicero Run

In case of multiple teams, Mean value of score is displayed

**Colour Code**

* Red – 0 to 66
* Orange-66 to 100
* Green -100

### PLOC/Day

PLOC/day - Number of insertions in code / No of days

Average of last 3 Months is displayed.

**Colour Code -** Top 20 and bottom 20 % of values are highlighted in green and red respectively

### RO

Percentage of RO calls taken place in timespan of last 6 months

**Colour Code**

* Red – <50
* Orange- 50-80
* Green - >80

### CSO

Percentage of CSO calls taken place in timespan of last 3 quarter

**Colour Code**

* Red – <50
* Orange- 50-80
* Green - >80

### Playbook

Percentage of Survey monitors in green zone

Ex: Lite-Dev Survey with 4 monitors, Score is 50 if two monitors are in green zone and other two are in red/orange zone

**Colour Code -** Top 20 and bottom 20 % of values are highlighted in green and red respectively

### Value add

Number of Hard problems/Innovation/New Tech approved in previous and current financial year.

Note – Previous financial year is taken into account, since it is start of a new financial year.

**Colour Code -** Top 20 and bottom 20 % of values are highlighted in green and red respectively

## Customer Overview Screen

### CSAT

Data is based on recent CSAT Survey.

Average of score is considered in case of multiple surveys in a year

**Indicator Colour Code**

**Based on Net promoter score**

* + - Red - <=5
    - Orange – 6 to 8
    - Green – 8 to 10

### Delivery

#### No Epic

Number of issues linked to epic \* 100/ Total number of issues for a month till March 2024 report.

From April 2024, Efforts of issues linked to epic \* 100/ Total efforts logged

Data is Average of Last 3 Months

#### Team

The team members are considered from HRMS report.

#### Work Log

Average of Last 3 Months Log

##### Work log of team

The logged work hours of the team are extracted from (**Time spent/Hr. Spent**) column in JIRA report of uploaded month (Jul)

Work log of a ticket = work logged for current month (Jul) – work logged for previous month (Jun)

Total Logged work hour = Sum of Work log of a ticket of all tickets uploaded.

Note – The Assignee of the tickets must match the name in EmployWise

##### Expected Working hours

Team members are retrieved from ‘Assignee’ column of JIRA report

 Expected working hour of a developer = Number of days present (HRMS) \* 8

Expected working hour of lead (M1+/A1+) = Number of days present (HRMS) \* 8 \* required productivity %

Typical % productivity for M1

70% - 3-member team

50% - 3–5-member team

30% - 5–7-member team

0 - More than 7 member

**Work log of team \* 100 / (Expected working hour of developer + expected working hour of lead)**

#### SP Productivity

SP Productivity = Total story points completed in a month or (Original Estimate for completed tasks/8) / Team Size

Story points delivered by per developer per month.

Displayed SP Productivity is average of last 3 Months

#### FFER (Fix to Feature Effort Ratio)

Ratio of Efforts logged in Bug to Efforts logged in new features or improvements

#### Planning Maturity

* If Both Short Epic and Next Month are Green, Score is 100
* If either Short Epic or Next Month is Green, Score is 60
* If both are in red/orange, Score is 40

##### Short Epic (%)

Percentage of effort logged in Short Epics (Last 3 Months)

**Colour Code:**

* Red - Short epics is less than 40%
* Orange - Short epics is 40% - 70%
* Green - Short epics 70+

##### Planned Utilization

(Percentage of efforts spent on long epics in previous month \* Team capacity + Next Month planned SP for short Epics)/Team capacity \*100

**Team Capacity:**

Average SP. Productivity of last 3 months \* Team size

**Next Month planned SP for Short Epics**

Sum of story points of all tasks those are in progress or TO-DO state for Short Epics

**Colour Code:**

* Red - 0 to 30 or 150+
* Orange - 30 to 60 or 120 to 150
* Green - 60 to 120%

#### Delivery Maturity

* If Both on Time and Epic Progress Ratio are Green, Score is 100
* If either On Time or Epic Progress Ratio is Green, Score is 60
* If both are in red/orange, Score is 40

##### Commit & Deliver

Efforts of Epic completed On Time/ (Efforts of Epic completed On Time+ Efforts of Delayed Epic)

**Colour Code:**

* Red - Ontime is less than 40%
* Orange - Ontime is 40% - 70%
* Green - Ontime 70+

##### Epic Progress Ratio

Based on ratio of SP Delivered last 3 month / SP completed in last 3 month  Formula = Completed SP of Epic Delivered / Completed SP of Epic In-Progress

**Colour code**

* Red – 0 to 0.2
* Orange – 0.2 to 0.8
* Green – 0.8+

### Dev Process

Recent survey given by the team

* + Score of Monitor – Sum of scores of all topics
  + Overall Score – Average score of Monitors

**Colour code**

* Green - Above average section score
* Orange - Below average section score and above 50% of average
* Red - Below 50% of section average

### Team

#### Team Size

The team members are considered from HRMS report.

#### Avg. Tenure

Average tenure of team members.

Tenure of a member is calculated from Team In date of HRMS Report

#### Emp.Quality

CSAT overall rating

#### Avg. PLOC/Day

**PLOC/day - Number of insertions in code / No of days**

Average of last 3 Months is displayed.

#### Avg. Churn

**Churn = No of insertions / No of deletion**

Average of last 3 months churn

#### Team Composition

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**Final Score= Total developers + No. M1/M2 + Under Utilized Score+ Over Utilized Score+ I1 Balance score**

**Zones Based On score**

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#### Productivity Trend

Trend Work log of Last Month vs previous months

#### Total Story Points

Trend of total story points completed by the team last month vs previous months

### Value Add

Hard problems/Innovations/New tech accepted in current or previous financial year.

Note – Previous financial year is considered, since its start of current year.

Score: HP/Team Size, compared with Overall HP/Company Size.

**Colour code**

* + Red - Score <=60
  + Orange – Score > 60 and <80
  + Green – Score 80+

### Touchpoint Overview

Touchpoint CSO/RO meeting in current and previous quarter

* + CSO score = no of meetings/no of quarters
  + RO score = no of meetings happened in current & previous quarter/ No of months

Colour Code:

* Red: <0.4
* Orange: 0.4 to 0.6
* Green:0.7+