# Delivery Metrics

# Compliance Score

Sum of Customer dashboard, Jira Process adherence and Cicero Score

|  |  |  |
| --- | --- | --- |
| **Area** | **Measurement** | **Points** |
| Customer Dashboard | Updated by 8th of every month | 5 |
| Jira Process Adherence | Imported file on 8th of every month such that it meets the compliance criteria | 15 |
| Cicero Run | Yes or Tried and Failed | 5 |

## Jira Process Adherence

|  |  |  |  |
| --- | --- | --- | --- |
| **Guideline** | **Measure** | **Percentage compliance** | **Points** |
| Each Issue Type in Jira - Story/Task/Improvement/Bug should have a Story Point or Original Estimate. | SP % | Min. 60% | 2 |
| Log work against Story/Tasks/Sub-task/Bug. | Work Log % | Min. 80% | 5 |
| All Story/Task/Improvement/Bug should be associated with an Epic. | No Epic % | Max 40% | 2 |
| Epic Title should provide a clear and concise overview of the work. | Epic Concise Title % | Min 60% | 3 |
| Short running Epics or Tasks should have “Due Date” | Due Date % | Min 60% | 3 |

# On Time Delivery

**% of on-time delivered, provided %short running epic >=50%**

## On Time Percentage (Epic/Task Based)

**Percentage of Effort logged on Epics/Tasks completed on time vs total effort.**

On Time percentage is calculated for completed epics or tasks based on customer level configuration on cumulative basis for YTD. (Ex: For July all completed epics from Start of YTD Apr till July is taken into consideration)

Timeliness of Epic is calculated based on **Epic Completed Date and Due Date**. (Buffer of 10% is added to due date based on Epic Due date and start date)

Note: Following Epics are Ignored

* Short Epics without Due date
* If Epic is not uploaded in Jira report even once.

**Min: 70%**

## Short Epic Percentage

**Note – Not Applicable for team enabled task level delivery metric.**

Percentage of effort logged in short epic vs total efforts

Note: Epics from start of YTD till current month is considered

**Min: 50%**

**Example – On Time Percentage and Short Epic Percentage**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name | Type | Due Date | Effort Logged In days | Actual Completion Date | Timeliness |
| Epic 1 | Short | 20-Apr | 10 | 20-Apr | OnTime |
| Epic 2 | Short | 31-May | 20 | 30-May | OnTime |
| Epic 3 | Short | 20-May | 30 | 30-Jun | Delayed |
| Epic 4 | Short | 21-Jun | 10 | 21-Jun | OnTime |
| Epic 5 | Short | 30-Jun | 20 | In Progress | N/A |
| Epic 6 | Long |  | 20 |  |  |
| Epic 7 | Long |  | 20 |  |  |
| Epic 8 | Long |  | 10 |  |  |
| Epic 9 | Long |  | 10 |  |  |
| Epic 10 | Long |  | 20 |  |  |

**On Time Percentage:**

Total Efforts of Completed Epic = 70 (Epic 1,2,3 and 4)

Total Efforts of Epic completed on time = 40 (Epic 1,2 and 4)

On Time Percentage = (40/70 \* 100) = 57%

**Short Epic Percentage:**

Total Efforts of Long and Short Epic = 170 (Epic 1 to 10)

Efforts of Short Epic =90 (Epic 1 to5)

Short epic percentage = (90/170 \*100) = 53%

# Planning Maturity

**Note – Not Applicable for teams with task level delivery metric.**

**Planning maturity: # of times planned well (Planned Well == 70% of groomed short running epics have due date for the current or next month, provided %short running epic >=50%)**

All Planned Short and Long Epics from start of YTD cycle till current month is considered for below calculations.

Epics not going to be worked on must have ‘**OnHold’** label

Note: Below epics are excluded for planning maturity

* Epics not started that doesn’t have Story Points, Effort logged or Due Date -
* Epics with ‘**OnHold’** label

For planning maturity to be “green” below two criteria must be met

* Planned Short Epic Percentage
* Due Date Percentage

## Planned Short Epic Percentage

Ratio of number of short epics vs total number of epics

**Min – 50%**

## Due date percentage

Percentage of Short Epic with due date of current or next two months

Ex: For July Due Percentage

No of Short epic with due date of July, Aug and Sep / Total no of short epics

**Min – 70%**

**Example – Planned Short Epic and Due Date Calculation**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Type | Status | Due Date | SP |
| Epic 1 | Short | In Progress | 30-Jul | 10 |
| Epic 2 | Short | In Progress | 30-Aug | 20 |
| Epic 3 | Short | In Progress | 30-Sep | 30 |
| Epic 4 | Short | Not Started | 30-Aug | 30 |
| Epic 5 | Short | Not Started |  |  |
| Epic 6 | Short | In Progress - On Hold |  | 10 |
| Epic 7 | Short | Not Started | 2-Oct | 10 |
| Epic 8 | Long | In Progress |  |  |
| Epic 9 | Long | In Progress |  |  |
| Epic 10 | Long | Not Started |  |  |

* **Not Started – Epic with No Work logged, No Story Points assigned or No Due Date**
* **In Progress - On Hold – Epic with “OnHold” label**

**Planned Short Epic Percentage:**

Total No of Short Epic = 5 (Epic 1, 2, 3, 4 and 7)

Total No of Epics = 7 (Epic 1, 2, 3, 4, 7, 8 and 9)

Planned Short Epic Percentage = 71%

**Due Date Percentage: (July Report)**

Total No of Short Epic = 5 (Epic 1, 2, 3, 4 and 7)

No of Short Epics with Due date of (July, Aug and Sep) = 4 (Epic 1, 2, 3 and 4)

Due Date Percentage = 40%

# Planning Adherence

Number of times plan adhered % of Planned Epics delivered as planned

**Note – Not Applicable for teams with task level delivery metric.**

For Planning Adherence to be “Green” planning adherence percentage must be minimum 60%

**Formula= (Effort spent (work logged) in planned epics/Total efforts) \***100

**Example:**

As per Jira report uploaded for May (Orion-JiraReport-May-24.xlsx)

Epics Planned: Epics planned with due date of next month

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Epic Name** | **Epic Type** | **Total SP** | **Completed SP** | **Status** | **Due Date** |
| Epic 1 | Short Epic | 5 | 1 | In Progress | June 15 |
| Epic 2 | Short Epic | 10 | 2 | In Progress | June 25 |

As per Jira report uploaded for June (Orion-JiraReport-Jun-24.xlsx)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Epic Name** | **Epic Type** | **Efforts** | **Status** | **Due Date** |
| Epic 1 | Short Epic | 5 days | Done | June 15 |
| Epic 2 | Short Epic | 15 days | In Progress | June 25 |
| Epic 3 | Short Epic | 10 days | In Progress | June 15 |
| Epic 4 | Short Epic | 10 days | In Progress | July 20 |

As per above example,

Total efforts logged in June for Short Epics = 40 days

Effort logged in epics planned in May (Epic 1 and Epic 2) = 20 days

Planned Adherence = 20/40 \*100 = 50%