

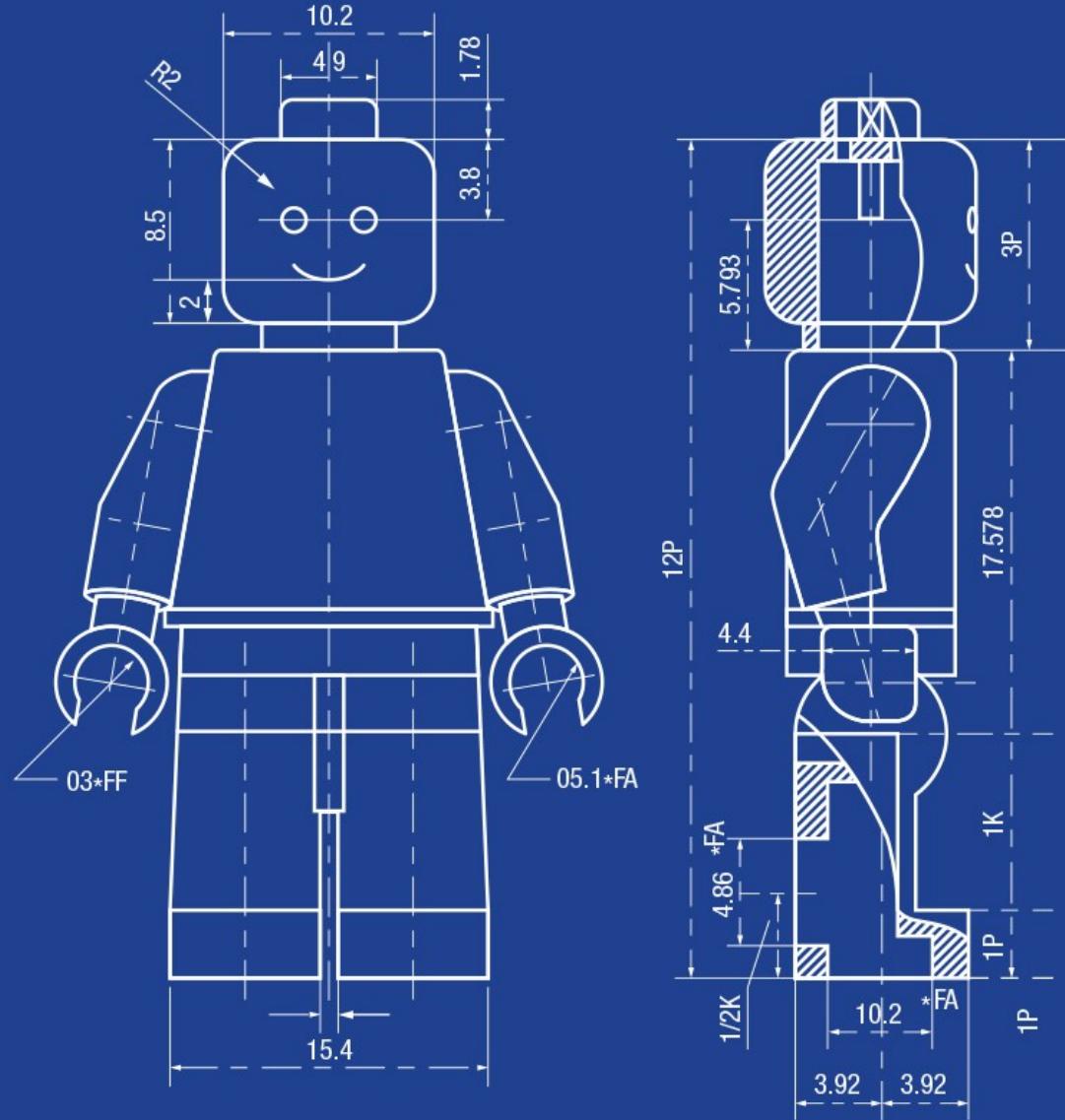


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Application of Health Metrics in a Cross-sector Software Ecosystem

JOHAN LINÅKER, PHD





About Johan

What do I mean by ecosystem?



Metaphor from Biology



Android's ecosystem

JobTech Dev

Google



ReachMee



ASSESSIO



JobTech Development Extensions
(Open Gov Data and Open Source Software)



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JobTech Dev

Google



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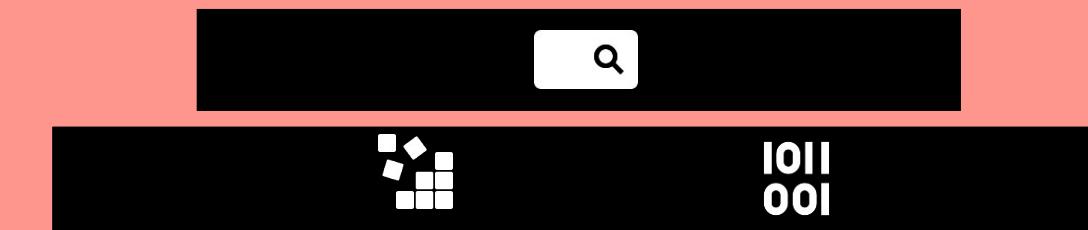


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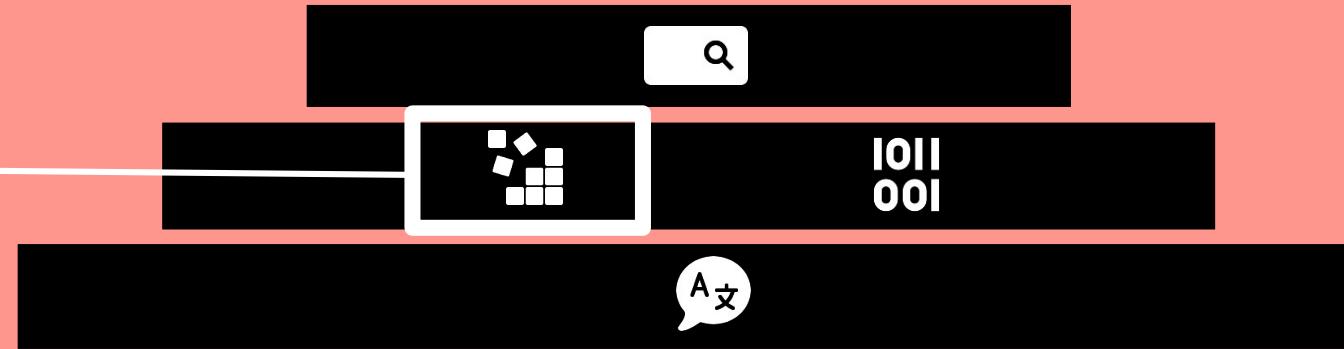
JobTech Taxonomy



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JobTech Jobs



Google

VISMA

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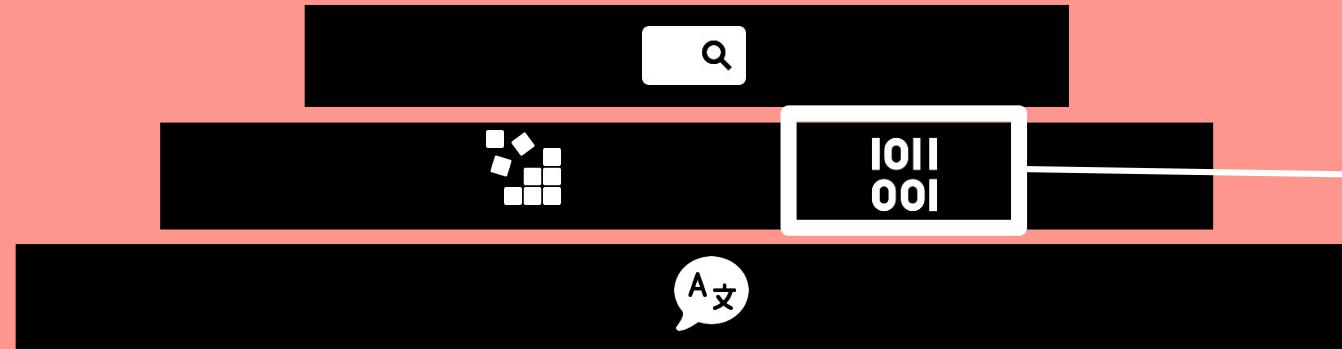
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JobTech MyData

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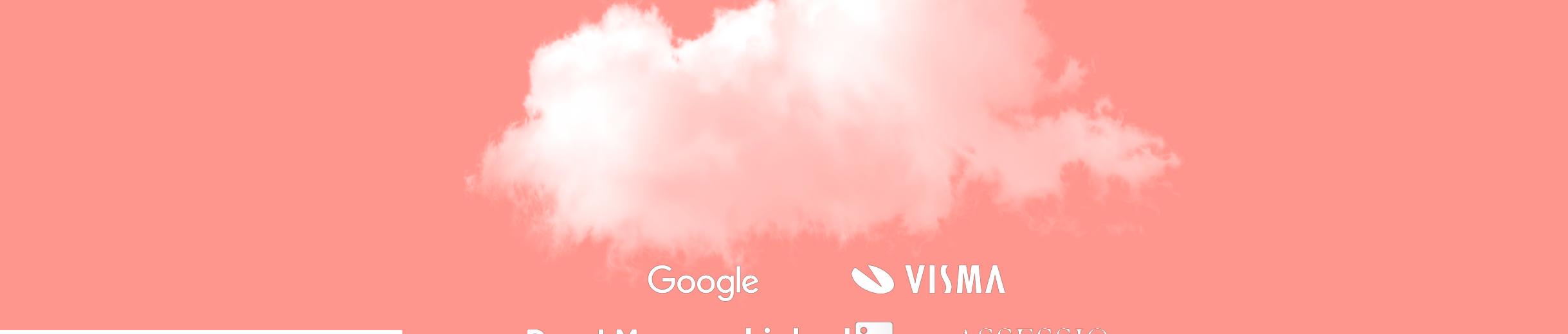
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JobTech Search





Google

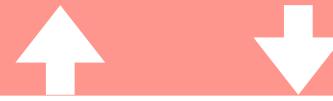


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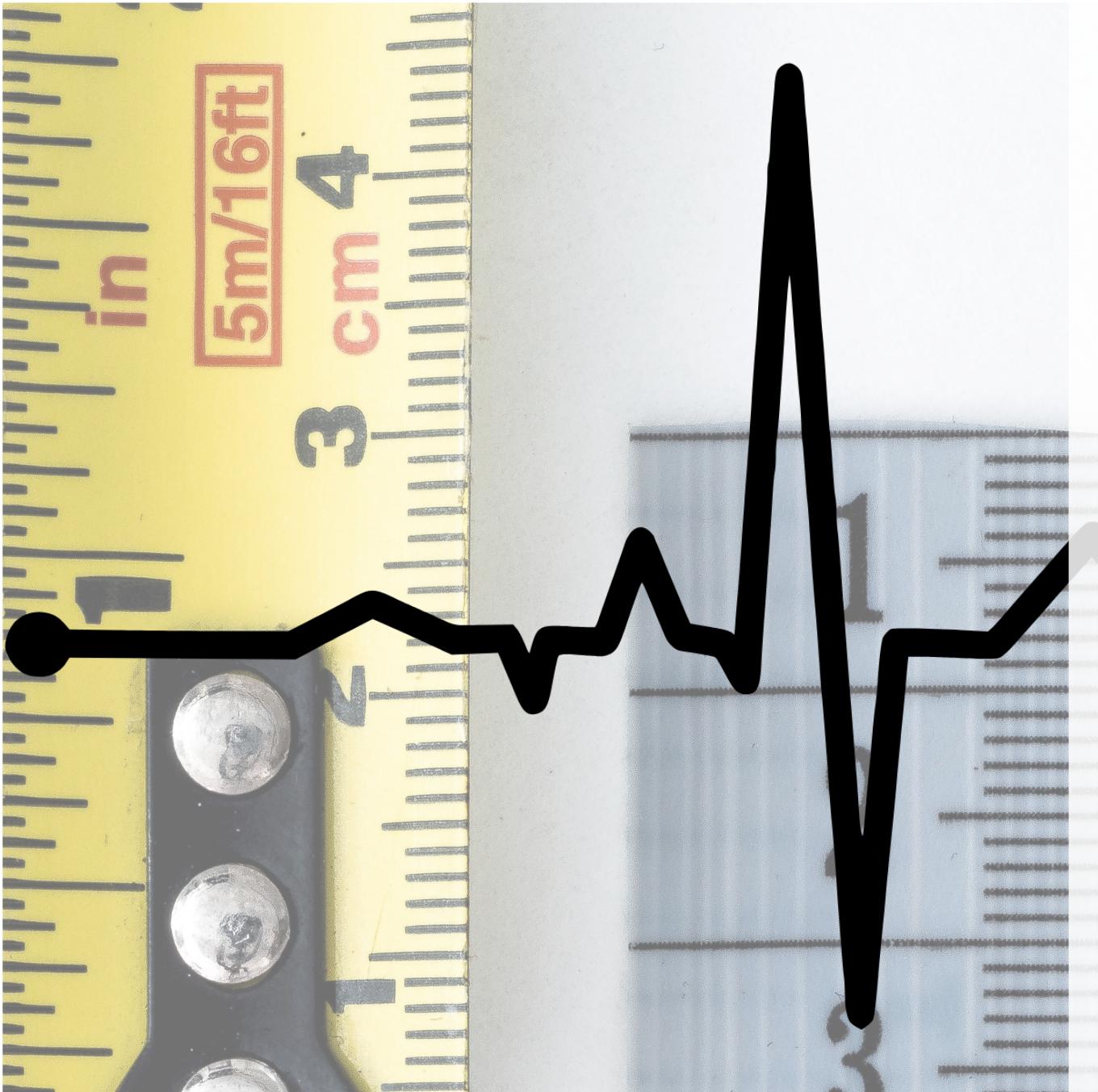
Ecosystem health



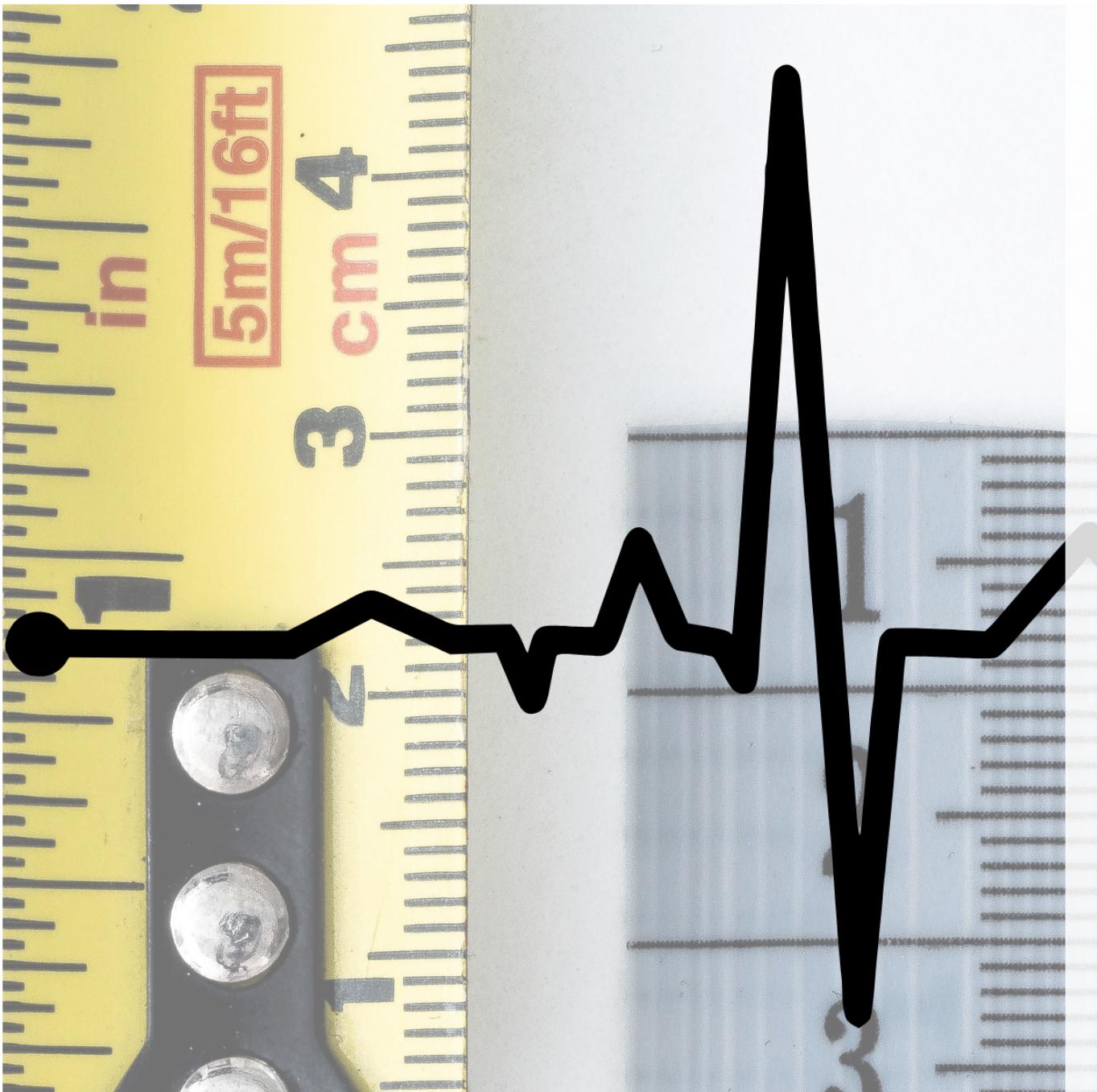
- Productivity
 - ecosystem's ability to create new functionality based on the input of materials.
- Robustness
 - ecosystem's ability to survive shocks and disruptions.
- Niche creation
 - ecosystem's ability to attract a diversity of actors focused on different niches in terms of their value creation.



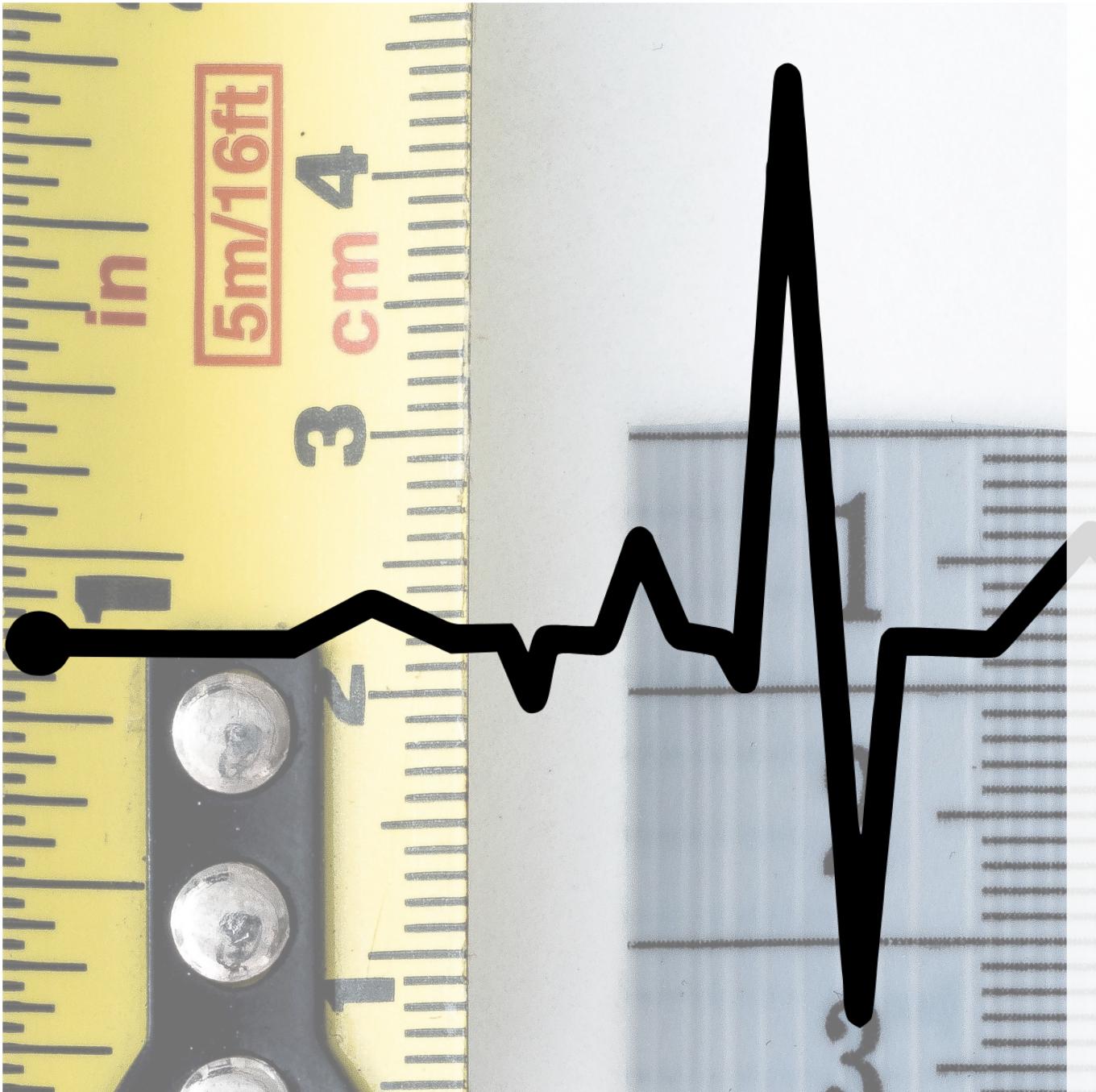
- Goal logic for health metrics
 - Decrease unemployment
 - Improve digital match-making and guidance
 - Enable actors in the JobTech space improve services
 - Create opportunities through a healthy JobTech Dev ecosystem and platform
 - Improve Productivity, Robustness, and Niche Creation aspects



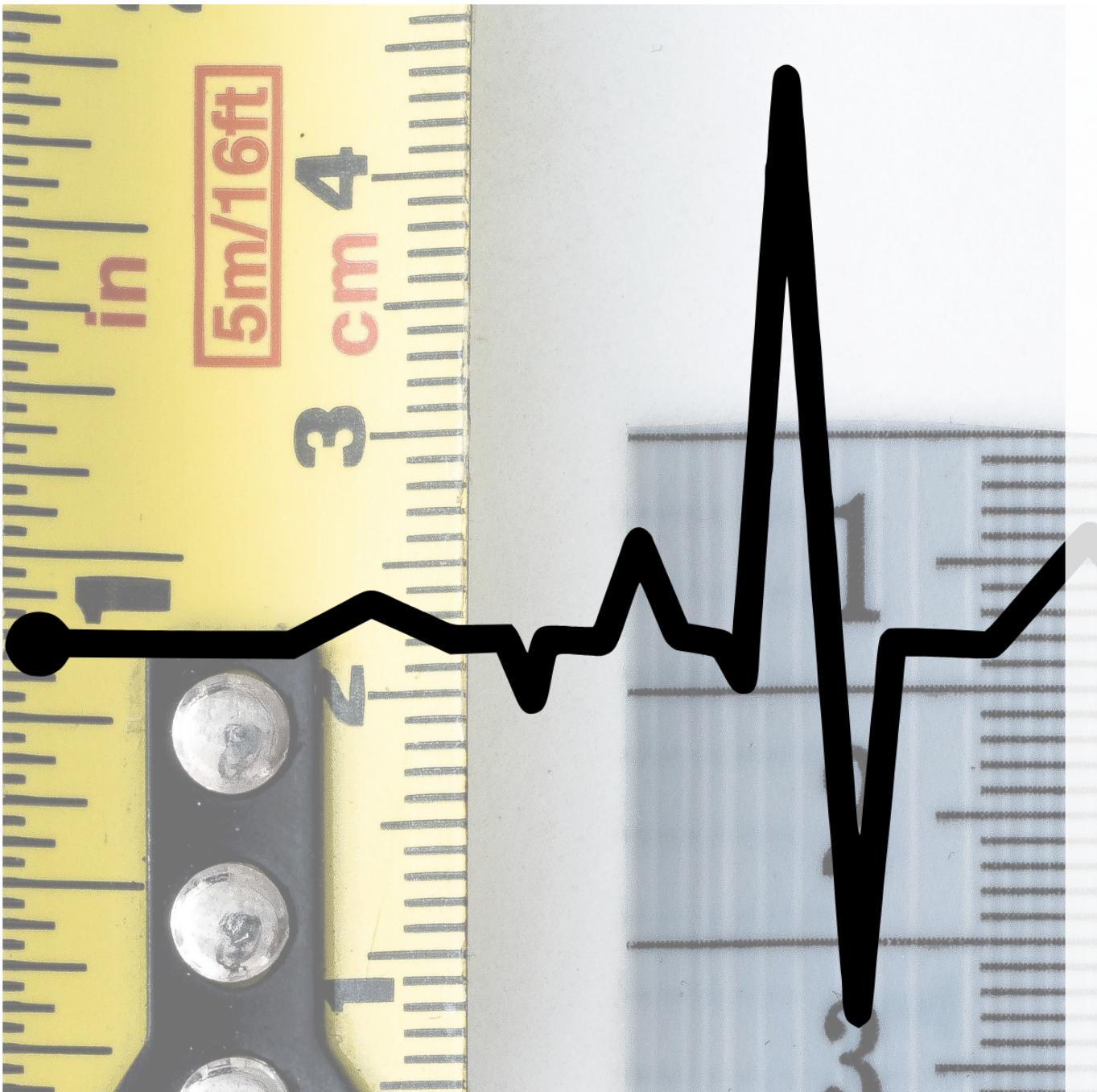
- Productivity
 - Actors
 - E.g., Visitors, API-keys
 - Interactions
 - Activity on ticket, support and communication channels
 - Contributions
 - Knowledge, data and technical
 - Application
 - New applications of data



- Robustness
 - Actors
 - Size and maturity
 - Interactions
 - Contributions
 - Application



- Niche creation
 - Actors
 - Area of operations
 - Interactions
 - Contributions
 - Application

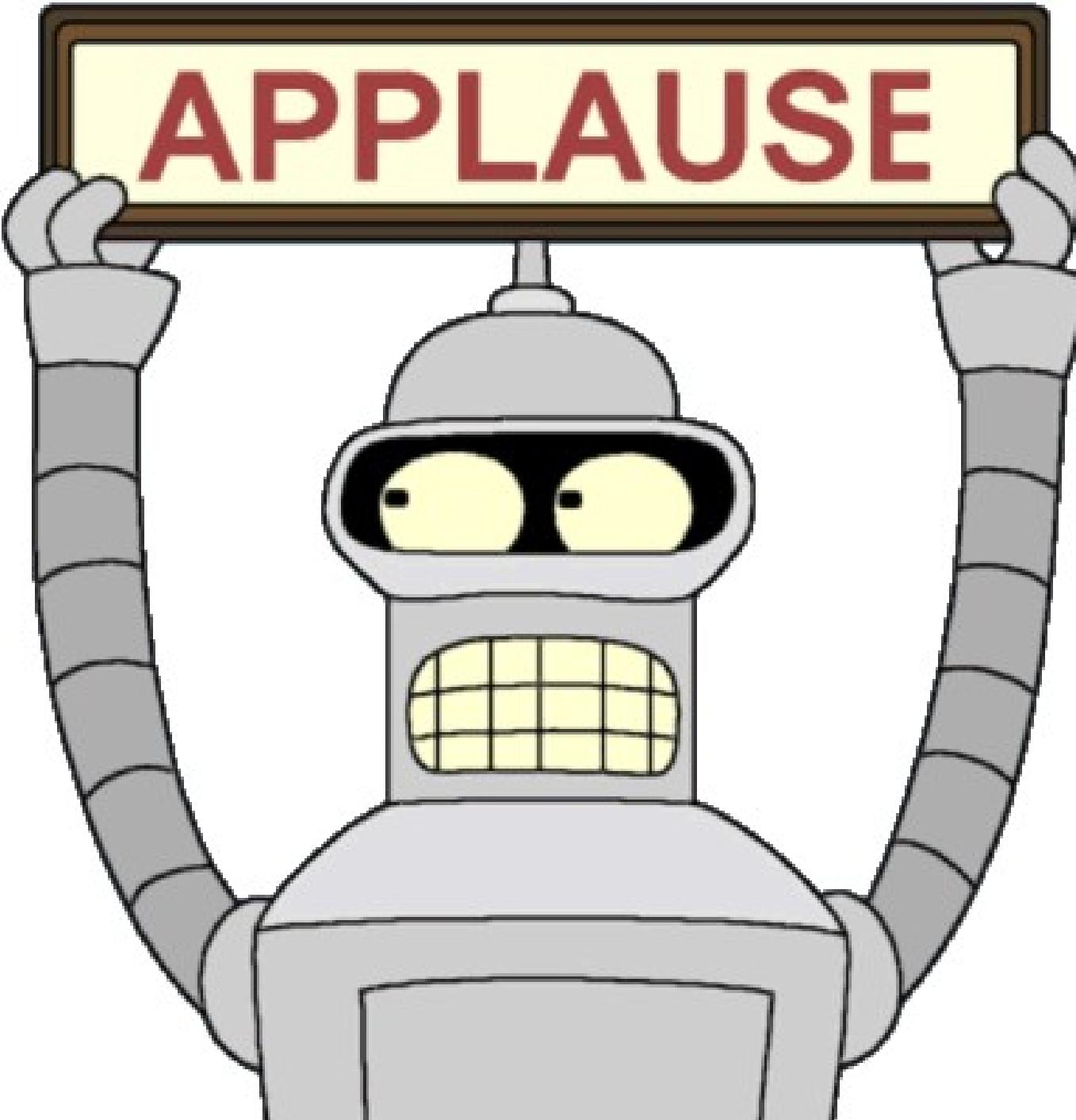


- Lessons learned

- Up front investments
- Knowledge about community
- Metric overflow
- Abstraction level
- Risk of overinterpretation



- Way forward
 - Start looking at the impact
 - Identify at stakeholders' performance objectives and elicit KPIs
 - Bridge with ecosystem health metrics
 - Follow up and revise ecosystem metrics iteratively



APPLAUSE



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