

Dashboard Metrics

Important Notes :

- 1. For metrics that don't make as real-time, use Month Till Data(MTD) Month to date
- 2. Some of the data needs to be kept as at end of each month so we can produce time based graphs.
- 3. Text marked as green represent changes after feedback from Kate.
- 4. Text in ~~Strikethrough~~ represent items not required as per Kate.
- 5. Text in orange is Kate's comments 23 April.
- 6. Text in purple is the link from the metric to the dashboards (under development) plus refining comments.

Tech specs : [DECO Common Log Format Specification](#)

Theme	Measure	Measure Details	Source
Availability			
	System Availability	<p>Overall and by component: dMarketplace, Chart, Live , Shared Repository, DE Hub, App Developer portal</p> <ul style="list-style-type: none">• Percent Uptime and Downtime for the Platform Stick with Uptime for this metric - tells a better story• Platform Downtime Duration• Number of P1 and P2 issues raised We will need to capture duration metrics for these as well - Time To Restore (from occurrence to restoration of service), Time To Resolve (from occurrence to closure of the ticket) - also current status of each P1 and P2. We will then manually add commentary as appropriate <p>P1 - Very High Impact (Critical) : An extreme impact on a production system with no workaround or alternative available. Examples include: * A complete loss of service even after a restart has been performed. * Service hangs or is unusable</p> <p>P2 - High Impact : A high impact on a production system. Essential service operations are disrupted but a workaround exists which allows for the continuance of essential operations.</p>	Prometheus
	System Performance	<ul style="list-style-type: none">• Trip time to different platforms e.g. moving from dMarketplace to Live, dMarketplace to Charts etc• Server Response Time: Amount of time it takes for a web server to respond to a request from a browser Is this the observed response time? i.e. the user experience? If so, cool.• Download Time: Average time taken to download a file from dMarketPlace based on file size This is lower priority as I suspect this may prove more complex that it sounds - also there's the "so what" factor because I doubt we would take action on this...if we capture the information for now that's enough<ul style="list-style-type: none">• by publisher• by file location• Upload Time: Average time taken to upload the file to dMarketPlace based on file size• Impact on system performance with increase in concurrent users and i mpact of apps (i.e. machine to machine) .System Performance includes: Server Response Time, Download Time, Upload Time. <p>Note : Aim is to for all data to be live (or near to real time)</p>	Log & Audit all modules
	Support Requests	<ul style="list-style-type: none">• Number of support tickets raised• Turn Around Time for resolution at every support level — time between assignment of ticket and resolution — to be measured in days• Turn Around Time for overall closure — time between opening and closing of ticket — to be measured in days• Slowest turnaround time for resolution - time between opening and closing of ticket - to be measured in days Actually let's stretch ourselves and make it hours• Fastest turnaround time for resolution - time between opening and closing of ticket - to be measured in days ditto• Average turnaround time for resolution- to be measured in days ditto• All outstanding tickets by status• All outstanding tickets by aging• Number/Percentage of issues closed at every support level as in Level 1-4• Number/Percentage escalation at each support level to next level	Zendesk
Usage			

Government & Partner Usage	Users	<ul style="list-style-type: none"> Number and type of Data Custodians using the service Registered AND logged on this quarter (rolling previous 90 days make this 30 days, not 90) (3) Number of Data Custodians by publisher Include in above - see new drawing (on its way) (3) 	Log & Audit and DR
	Available Datasets	<ul style="list-style-type: none"> Number of data sets <ul style="list-style-type: none"> <input type="checkbox"/> by publisher (1) <input type="checkbox"/> by license type (1) <input type="checkbox"/> by geospatial – Datasets which we can viewed on map <input type="checkbox"/> by source type (file or API) or pdf or csv etc etc <input type="checkbox"/> by user type – Government or Partner User Number of data sets added this month should be last 30 days (rolling) <ul style="list-style-type: none"> <input type="checkbox"/> by publisher (1) <input type="checkbox"/> by license type (1) <input type="checkbox"/> Geospatial <input type="checkbox"/> Source type Number of datasets by quality rating, by cluster (2) Number of datasets by data format (API, PDF etc), by cluster (2) Top 5 highest accessed Datasets – A dataset is considered accessed when a user downloads a data file or resource file or clicks the API link MTD and this quarter (rolling 90 days) Average number of datasets per Data Custodian in published status Number of Published datasets with feedback 	Log & Audit and DR
	Shared Data	<ul style="list-style-type: none"> Number of shared data access requests this week, month, six months, year Month Till Date(MTD) and this quarter (rolling 90 days) Number of shared data access requests <ul style="list-style-type: none"> <input type="checkbox"/> by license type <input type="checkbox"/> by user type <input type="checkbox"/> by publisher Month Till Date(MTD) per week, month, six months, year Number of shared data access requests approved Month Till Date(MTD) per week, month, six months, year Number of shared data access requests declined with reasons Month Till Date(MTD) per week, month, six months, year Number of shared data access requests outstanding (aged) 	Log & Audit
	Apps	<ul style="list-style-type: none"> Number of Apps access requests received MTD - by publisher and by license type These are actually about key requests - not sure if that's an important distinction coz you ask for the key so you can write an app Number of Apps access requests approved MTD - by publisher and by license type Number of Apps access requests declined MTD - by publisher and by license type Number requests outstanding (aged) Number of currently valid keys by license type Needs to be by day for last 30 days (5) Number of consumer keys currently valid by App Number of hits by App by day for last 30 days (5) Number of projects in the App Dev portal - aged by activity (as in #used in the last week, #used in the last month, #used last quarter etc) 5 	
Public Usage	Users	<ul style="list-style-type: none"> Number of new registrations (month by month view - # last month, # now) Number of registered users - Total by day for last 30 days (4) Number of registered users - Total Hits Number of registered users – Concurrent sessions Number of anonymous users - Hits should be number of users AND number of hits Number of anonymous users - Concurrent sessions maximum reached MTD Total number of hits each day (4) 	Log & Audit Need to agree what a "hit" is

	Usage	<ul style="list-style-type: none"> Number of downloads for current datasets and defined links per week, month, six months, year etc By licence type Number of apps calling API's per week, month, six months, year etc By licence type Number of request for new datasets per week, month, six months, year etc By licence type Average time spend by users on different components (dMarketPlace, Chart, Live) by month – This can be measured as a session information recording all the activity between a user log in and log out. -Google Analytics Number of datasets viewed on map Number of datasets viewed on chart Commentary on peaks (link to announcements) – manual entry 	Log & Audit
Customer Satisfaction			
		<ul style="list-style-type: none"> Net Promoter Score (NPS) – manual entry Number of thumbs up/down on a dataset – thumbs up refers to recommended and thumbs down refers to unrecommended need the number of thumbs up across all data sets each day for last 30 days and also numbers of thumbs "down" (6) Datasets with maximum thumbs up/down Question response time – time between question from user and first reply by Data Custodian - measure in days Hours not days response time is not necessarily by data custodian, could be from Suneetha's team or anyone else, needs to be across all requests not just questions - hopefully can get this from Zendesk (6) Request response time for data access – time between Shared Dataset Access Request and grant of access - measure in days Hours not days Number of complaints in week, month, six months, year etc MTD Complaint response time: Time between filing of complaint and first reply - measure in days Hours not days Number of Different Complaint types - Dataset Access request, portal availability, Download time, Login May need to be manually gathered 	<p>Feedback assist also looks at compliments and feedback</p> <p>We may need to talk more about this - not sure how we define a "complaint" - maybe speak with Suneetha about how she grades things in Zendesk?</p>
Ease of Use			
		<ul style="list-style-type: none"> Average session time for users on the site Active v non-active during the session: Active is defined when a user is browsing the site or downloading data or clicking on links Non- active is defined when a user is on site but not doing any of above activity Average time spend by user from search to download Average time for user to move from one service to other - dMarketplace to Chart or Live etc I think this is the same as the 4th one in Usage 	
Cost/Benefits			
		<ul style="list-style-type: none"> Average time to make shared data available against benchmark in MOU – Benchmarks still need to be calculated. For now calculate; time between request for shared data and access provision Can we also do this for non-Shared data (i.e. when people ask for data that doesn't exist at all) Revenue YTD – Amount of revenue generated out of dMarketplace year till data – manual entry Cost YTD – Amount of money spent on maintenance and enhancement of dMarketplace – manual entry Net Cost/Revenue YTD: Revenue YTD – Cost YTD 	
Media			
		<ul style="list-style-type: none"> Number of media mentions YTD classified as positive and negative (6) Number of media shares per month, six months, year on different media - twitter, Facebook (6) 	<p>Speak to Corporate communication team and leverage what they do</p>