**Ontario Digital Service Performance Measurement and Analytics - Discovery Worksheet**

Welcome to Discovery! This worksheet will help you identify and document the data sources you have and the data sources you need in order to determine performance baselines.

Please complete this sheet one week before your Digital First Assessment. If you are a team within the Ontario Digital Service, please share it with us in the **#p-analytics-msrmt** Channel on Slack for comments and shared learning.

We recommend you use this sheet as you work through Discovery to help guide your performance measurement planning, document your data sources, and be ready to run your baselines in Alpha.

## **Working toward baselines**

*What is the current state of the service’s performance? (Document baseline information on all relevant aspects of the existing service)*

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*Who are the user groups and how do different user groups define a “good experience”*

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*What are the most critical components of the service for users?*

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*What does success look like?*

* + *At the critical moments, what would users do if your service was a good experience? What would they say?*
  + *What would users do if your intervention was successful? What would they say?*

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| The engagement will be considered complete when the ODS and MCCSS have delivered a Beta Digital Disability Determination Package that:   * allows health care professionals to electronically submit (and potentially amend) critical information related to applicants’ medical history and current health that inform the adjudication process. * allows ODSP applicants to electronically submit their optional Self-Report Information to inform the adjudication process and consent to share medical information     *Other outcomes/metrics:*   * *Cost Savings – vendor, administration costs incurred by DAU/ministry, HCP/Health Care System* * *Time – reducing the time it takes to process a DDP* * *Quality – decreasing the number of incomplete applications; reduce the number of calls to call center* * *Process complexity – reducing the administrative steps it takes to process a DDP* |

*What is the current cost of delivery for the service as-is (across channels, if applicable)?*

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*What are your project goals? What data is available to determine if you have met them? What new data do you need?*

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## **Summary**

*Use the following table to summarize the data and information you will utilize to run your baselines. Please note what data:*

* is available to you
* does not exist - what new approaches might you take to gather that data?
* that you need, but don’t know if it exists or not

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| **Baseline Information** | **Source** | **Do you have access to it? (Y/N/M)** | **How will you develop it?** |
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