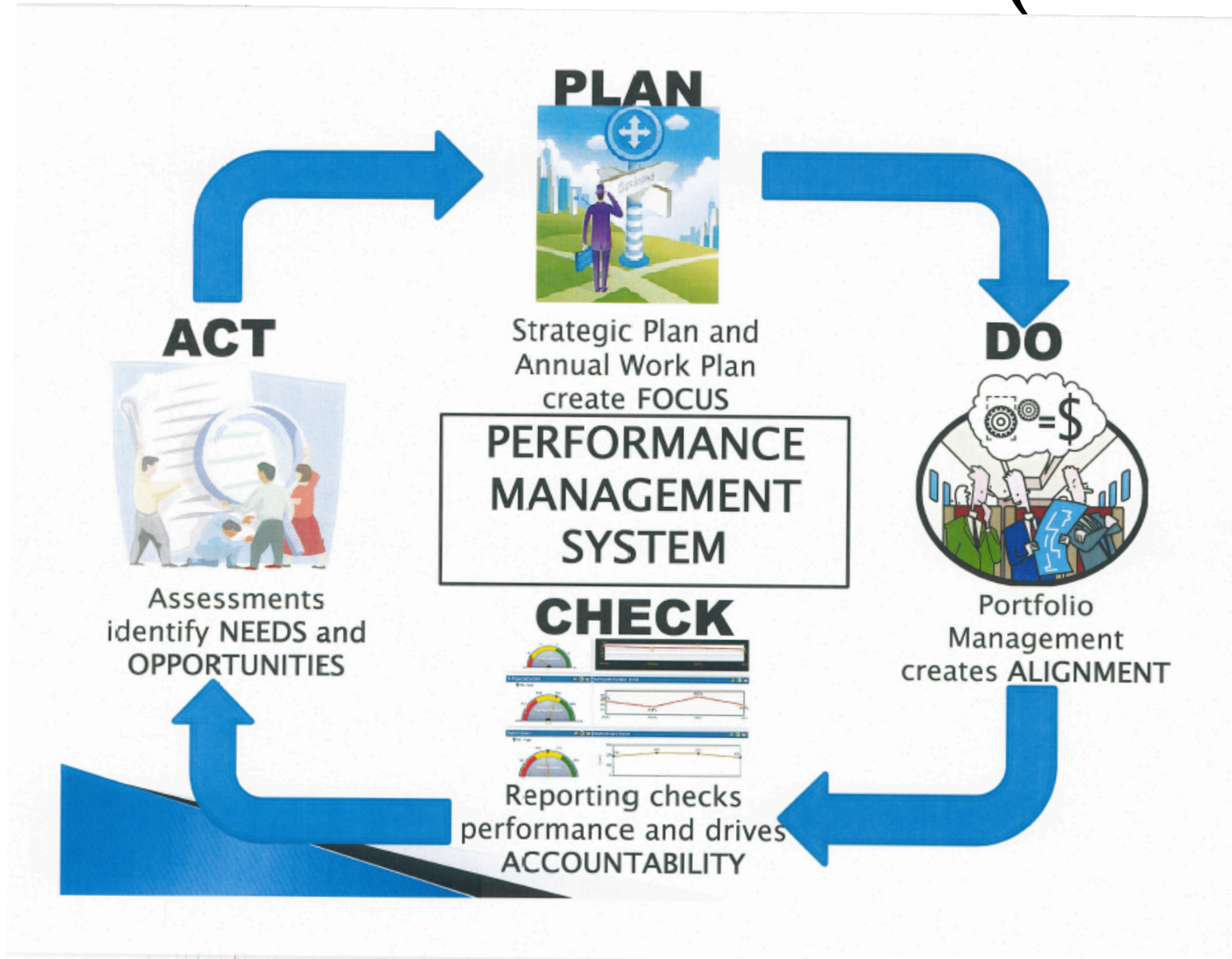# Stategic Measurement and Scorecards in OSG
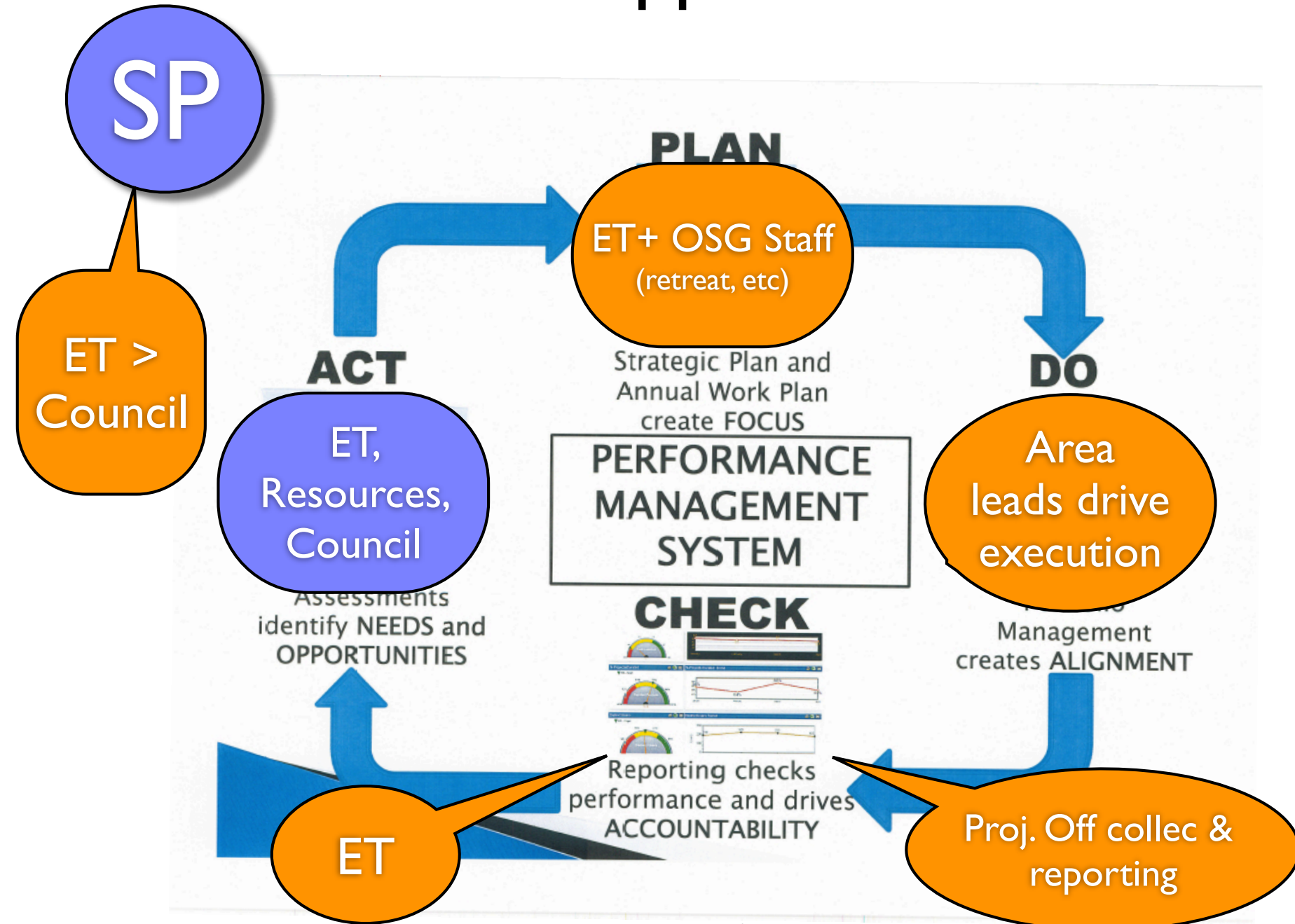
Rob Gardner
May 19, 2011

Strategic Plan

- OSG' proposoal and blueprint document describe a vision

- WBS defines area tasks and roughly serves to define goals

- Projecting these onto a measurable framework is one goal in the Assessment area

NEES Grid Process (PDCA)
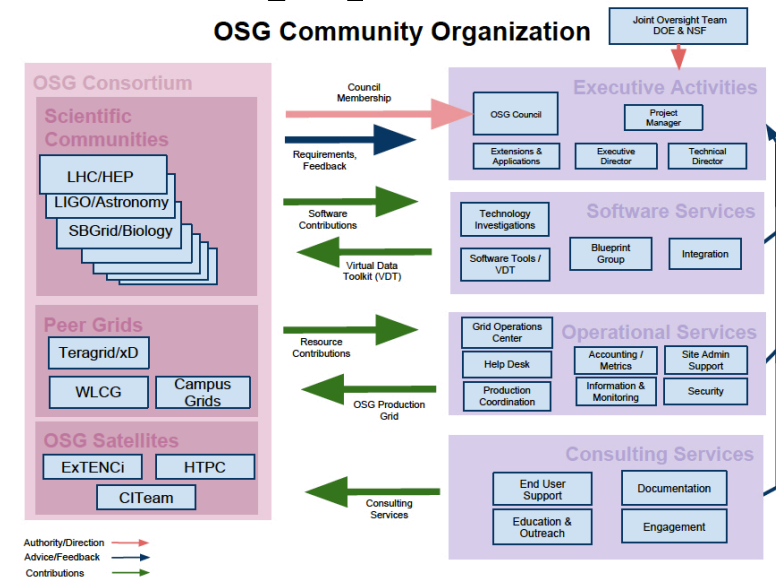
PDCA applied to OSG

Scorecard Prototype

sources

- Metrics report 2009 (OSG Year 3)

- OSG WBS

- OSG prime proposal

- OSG blueprint

- towards a set of strategic objectives
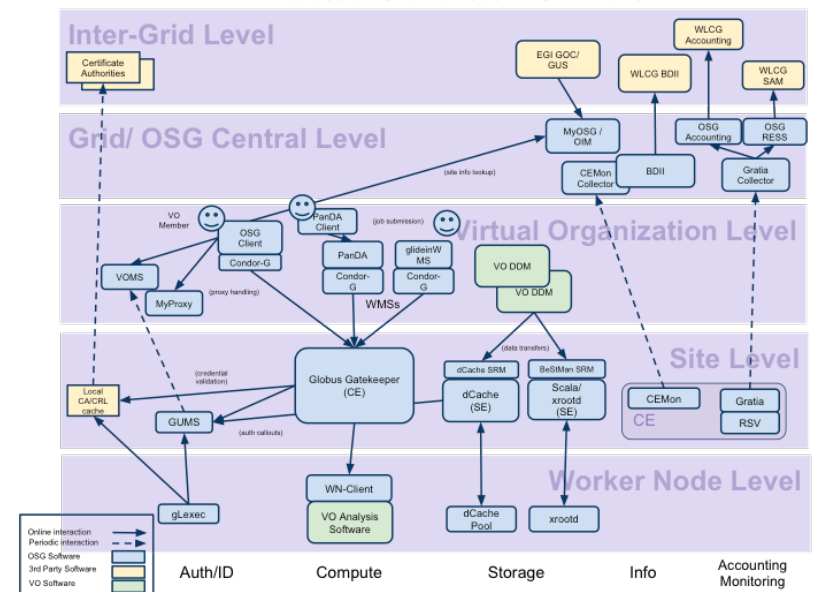
OSG BSC Prototyping

OSG-BSC-V1

OSG BALANCED SCORECARD				**BSC-Prototype**									**MEETS OR EXCEEDS**			
													OPERATIONAL RISK			
													COMPLETE			
GOAL AREA	**GOAL OWNERS**	**METRICS**	**METRICS UNIT**	**METRICS OWNER**	**COMMMUNITY STAKEHOLDER**	**STRATEGIC OBJECTIVE**	**WBS KEY**	**Y1Q1 ACT**	**Y1Q2 ACT**	**Y1Q3 ACT**	**Y1Q4 ACT**	**Y1 TARGET**	**Y2 TARGET**	**PERFORMANCE**		

Category	Metric	Units										
PRODUCTION (AL)	# VOS PART. WEEK MTGS											
	# VOS PART. DEV TO ACTIVE											
	# ENGAGMENT USERS											
	# CAMPUS GRIDS ENGAGED											
	# GRIDS DEPLOYED											
	# CLOUDS DEPLOYED											
	CPU CAPACITY OF CG SERVED	CPU-HR										
	STORAGE CAPACITY OF CG SERVED	TB										
WORKLOAD SYSTEMS (AL)	CE PERFORMANCE: JOB STARTUP RATE	HZ										
	CE PERFORMANCE: JOB CAPACITY											
	SE PERFORMANCE: TRANS RATE	HZ										
	GLIDEIN PERFORMANCE: JOB CAPACITY											
	GLIDEIN PERFORMANCE: JOB RATE	HZ										
	GLIDEIN PERFORMANCE: VO CAPACITY											
	GLIDINE PERFORMANCE: SITE CAPACITY											
	GLIDEIN PERFORMANCE: USER CAPACITY											
	PANDA PERFORMANCE: JOB CAPACITY											
	PANDA PERFORMANCE: JOB RATE	HZ										
	PANDA PERFORMANCE: VO CAPACITY											
	PANDA PERFORMANCE: SITE CAPACITY											
	PANDA PERFORMANCE: USER CAPACITY											
USERS (AL)	# TOTAL OSG USERS											
	# OSG USERS VIA GLIDEIN											
	# OSG USERS VIA PANDA											
	# OSG USERS DIRECT											
NETWORK & THROUGHPUT (AL)	# PERFSONAR DEPLOYMENTS (TOTAL)											
	# THROUGHPUT SERVC DEPLOYMENTS											
	# UNIVERSITIES PARTICIPATING PSD											
	# LABORATORIES PARTICIPATING PSD											
	# CLOUD DEPLOYMENTS PSD											
	# BIG SITES MEASURED											
	# INTERMEDIATE SITES MEASURED											
	# SMALL SITES MEASURED											
	# BIG SITES TP MAX											
	# INTERMEDIATE SITES TP MAX											
	# SMALL SITES TP MAX											
	# SITES LHCONE											
	# SITES OSC											
TRAINING (AL)	# TRAINING EVENTS											
	# TRAINING EVENTS (USERS)											
	# TRAINING EVENTS (INFRASTRUCTURE)											
	# TRAINING PARTICIPANTS (USERS)											
	# TRAINING PARTICIPANTS (INFRASTRUCTURE)											
	# ONLINE PARTICIPANTS											
	# TRAINING VO/COMMUNITIES PARTICPATED											
SCI IMPACT & PUBLIC AFFAIRS (ET)	# OSG STAFF PUBLICATIONS											
	# OSG CITED PUBLICATIONS											
	# OSG H-INDEX											
	# OSG SCIENCE DISCIPLINES SERVED											
	# OSG FACULTY RESEARCH											
	# OSG ISGTW ARTICLES											
	# OSG NEWS MENTIONS											

Assessmet Project Process

- Strategic plan (ET, key area leads, ...)

- Measureable goals - identify high impacts

- Area coordinators - detailed metrics

- Metrics collection system - w/ AL

- Reporting 1: BSC

- Reporting 2: "dashboard"