

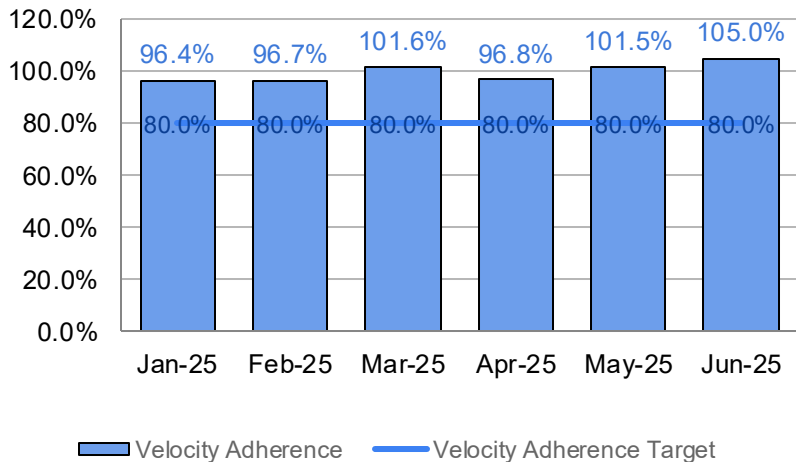
Metrics & KPIs

Sample Metrics Reports

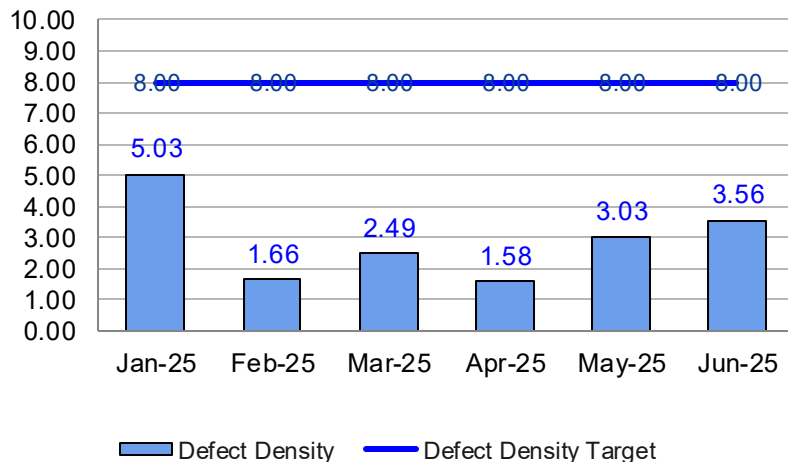


Quarterly Performance (Velocity, Defect Density..)

PRN - Velocity Adherence



PRN - Defect Density



- Meeting the velocity adherence target

- Meeting the defect density target
- Defect density is relatively high in Jan 2025 due to
 - (a) issues reported from Regression testing after code refactoring
 - (b) Issues found from integration with Sosha (social boost)

Operational SLA / metrics – Development and Sustenance

	Target				92%		98%		TBD (80%)		0%		8%		2%	
Service Category	Application	Support Tools	Process	Testing Tools	% Closed Tickets – Response		% Closed Tickets – Resolution		Velocity adherence		# of P1 releases		Defect Density (QA)		UAT Leakage	
					Apr '21	May '21	Apr '21	May '21	Apr '21	May '21	Apr '21	May '21	Apr '21	May '21	Apr '21	May '21
Distribution	OMC	ServiceNow	Sprint	Jira	100%	100%	100%	100%	109%	TBD	0%	0%	3%	TBD	0%	TBD
Distribution	MediaStudio	ServiceNow	Release	Jira	100%	100%	100%	100%	NA	TBD	0%	0%	NA	TBD	NA	TBD
Distribution	MediaRooms	Fogbugz	Release	Fogbugz	100%	100%	100%	100%	NA	NA	0%	0%	0%	0%	NA	NA
Distribution	IRIS	ServiceNow	Release	Jira	67%	100%	100%	100%	NA	NA	0%	0%	1%	7%	0%	3%
Distribution	EMEI	ServiceNow	Release	Spreadsheet	100%	100%	100%	100%	NA	NA	0%	0%	3%	0%	0%	NA
Software	CEDROM	NA	Release	Spreadsheet	100%	100%	100%	100%	NA	NA	0%	0%	NA	NA	NA	NA
Software	Gorkana	ServiceNow	Sprint	Spreadsheet	100%	100%	100%	100%	100%	TBD	0%	0%	TBD	TBD	TBD	TBD
Software	C3	ServiceNow	Release	Jira	100%	100%	100%	100%	NA	TBD	0%	0%	2%	TBD	0%	TBD
Web Audience	CMS	Manual	Sprint	Jira	100%	100%	100%	100%	96%	100%	0%	0%	2%	1%	0%	0%

- Encountered variety of tools used and processes followed, resulting in difficulty standardizing and measuring metrics
- IRIS – RCCA identified and discussed. Corrective actions have been implemented
- OMC, Media Studio, C3 – Quality metrics have not been reported since a sprint was in progress

EMA HIGHLIGHTS: Q4 - 2024

Delivery Updates Per Planning

Planned Scope Item	Status
High & Medium Accessibility Observations	✓
Android 12 upgraded	✓
Pre-trip Country Reports for Travel Protector	✓
Delivery Workshop	✓
New SSO workflow	✓

Plans/Priorities for Next Quarter

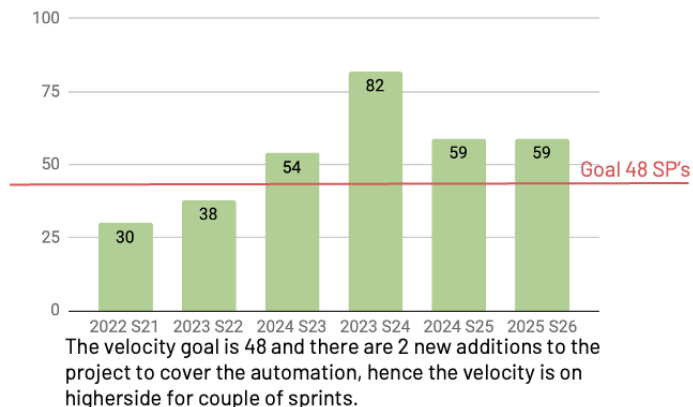
- Stabilization & Routine Maintenance
- TechDebt/Housekeeping Activities
- Planning on Delivery workshop action items
- Address Firebase crashes
- Add logs at integration points of EMA with 3rd party applications
- Do a POC in flutter for TRM country report
- Flutter readiness

Value Additions

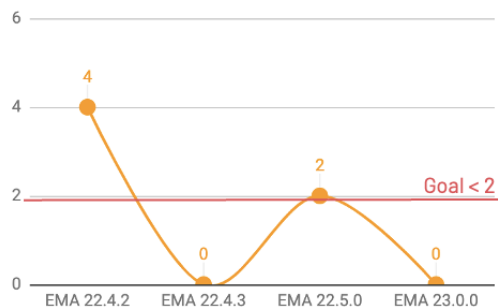
- Spike on having Logging enabled in EMA app at 3rd party sdk/api integration points.
- Extending the Technical documentation.
- Flutter Training & Execution.

DELIVERY TRENDS

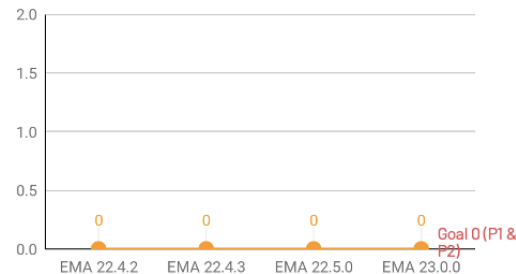
Velocity



Stage Defects Trend



PRD Defects Trend



Heat Map (Processes and Tools Assessment)

Green	Process aligned, SLA tracking enabled and data streamlined
Light Green	Data available, SLA manually measured
Yellow	Partial data available for tracking
Amber	Partially aligned for measuring metrics
Red	Process not aligned to measure metrics
-	Not Applicable

Service Category	Application	Support Tools	Dev Process / Tool	Bug Tracking	Test Case Management	Sizing methodology	Environment Gaps	Test Automation availability
Web Audience	CMS	Email, ServiceNow	Release	Jira	Spreadsheet	Light Green	Amber	Light Green
Distribution	OMC	ServiceNow	Sprint / Jira	Jira	Zephyr	Light Green	Amber	Red
Distribution	EMEAI (UK Portal)	ServiceNow	Release / Jira	Jira	Zephyr	Red	Light Green	Light Green
Distribution	EMEAI (UK Disclosure)	ServiceNow	Release / Jira	Jira	Spreadsheet	Red	Light Green	Light Green
Distribution	Media Studio	ServiceNow	Release / Jira	Jira	Zephyr	Light Green	Light Green	Light Green
Distribution	Media Rooms	Fogbugz	Release / FogBugz	Fogbugz	Spreadsheet	Red	Amber	Red
Distribution	IRIS	ServiceNow	Release / Jira	Jira	Spreadsheet	Light Green	Light Green	Light Green
Distribution	MultiVu	NA	Sprint / Jira	Jira	Jira	Light Green	TBD	TBD
Distribution	WiSE	NA	Release / Jira	Jira	Confluence	TBD	Amber	TBD
Software	ProfNet	Jira	Sprint / Jira	Jira	NA	Red	Amber	Red
NGC3	CODEX	NA	Sprint / Jira	Jira	TBD	Red	Light Green	Light Green
Others	C3	ServiceNow	Release / Jira	Jira	Zephyr	Red	Light Green	Red
Others	CEDROM	NA	Release / Jira	Red	NA	Red	Amber	Red
Others	Gorkana	ServiceNow	Sprint / Jira	Jira	Jira	Light Green	Light Green	Light Green

- Heat map shows the variety of tools usage across the teams along with the challenges in Metrics data capture and reporting
- Goal state is to have all the teams to practice Sprint based development cycles and use identified tools to capture and report the metrics
- JIRA access has been enabled for Test case management for Media Rooms and will be implemented in subsequent iterations

Heat Map (Critical SLAs)

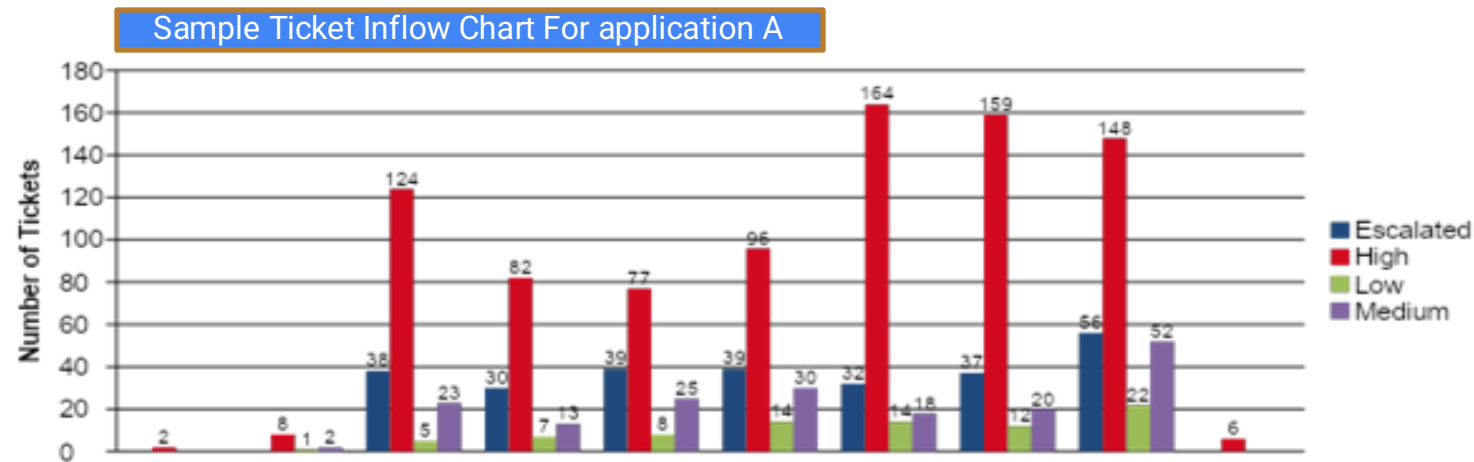
Green	Process aligned, SLA tracking enabled and data streamlined
Light Green	Data available, SLA manually measured
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Amber	Partially aligned for measuring metrics
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-	Not Applicable

Service Category	Application	% Closed Tickets – Response	% Closed Tickets – Resolution	Velocity adherence	# of P1 releases	Defect Density (QA)*	UAT Leakage*	Test Automation Coverage*
Web Audience	CMS	Light Green	Light Green	Green	Light Green	Light Green	Red	Red
Distribution	OMC	Light Green	Light Green	Green	Green	Light Green	Yellow	Red
Distribution	EMEAI (UK Portal - Liferay)	Light Green	Light Green	-	Green	Light Green	Red	Red
Distribution	EMEAI (UK Disclosure)	Light Green	Light Green	-	Green	Light Green	Red	Red
Distribution	Media Studio	Light Green	Light Green	-	Green	Light Green	Light Green	Red
Distribution	Media Rooms	Light Green	Light Green	-	Green	Amber	Red	Red
Distribution	IRIS	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Red
Distribution	MultiVu	Light Green	Light Green	Light Green	Green	Amber	Light Green	Red
Distribution	WiSE	Light Green	Light Green	-	Green			Red
Software	ProfNet	Light Green	Light Green	Red	Amber	Red	Red	Red
NGC3	CODEX	NA	NA	Red	NA	Light Green	Amber	Light Green
Others	C3	Light Green	Light Green	Red	Green	Green	Red	Red
Others	CEDROM	NA	NA	Red	Red	Red	Red	Red
Others	Gorkana	NA	NA	Light Green	Green	Light Green	Light Green	Green

*Automation Coverage - Requires application wise analysis of regression test coverage and evaluation of available automation to derive this metric.

* Defect Density and UAT Leakage needs further review especially for releases based projects to determine the right set of parameters to report against.

Critical Support Metrics



Severity	Average Ticket Inflow / Month (Total 200)	Average Time Taken for Fix (in Hours)	Agreed SLA(in Hours)
SEV 1 - Business Critical	40	2.38	4
SEV -2 High	122	6.21	8
SEV-3 Medium	12	48.76	120
SEV - 4 Low	26	72.42	120