

WBS 2.3.x XCI KPIs and Metrics Plans

XCI Services Satisfaction KPI

XCI KPI	Target	Subgoal
Average satisfaction rating of XCI services	4 of 5	Advance - create an open and evolving e-infrastructure

Definition: Customer satisfaction with the people services XCI provides.

XCI People Services

- RACD Services
 - Assist providers with capability integration: assist community software/service provider to identify use cases, prepare capability delivery plans, and integrate components (most of the work done by community providers)
 - XSEDE prioritized capability integration: work with XSEDE functions to identify use cases, prioritize use cases, prepare capability delivery plans, and integrate components (most of the work done by XSEDE)
 - Evaluate potential components
 - Pre-production integrated testing
- XCSR Services
 - Campus visits
 - SP integration assistance
 - TODO: Rich/Victor identity services that should be rated

TODO:

- Identify who the target users for each service are
- Identify when to survey these target users (yearly, for each IPR, or on some other schedule)
- Identify what questions to ask target users

RACD Component User Rating Metric

RACD Metric	Target	Subgoal
User rating of components delivered in production	4 out of 5	Advance - Create an open and evolving e-infrastructure

TODO:

- Identify components we need to have rated
- Identify users for those components
- Identify when to survey users (for each IPR, a month after deployment, or on some other schedule)
- Identify what questions to ask target users

RACD Component Operator Rating Metric

RACD Metric	Target	Subgoal
Operator rating of components delivered for production deployment	4 out of 5	Advance - Create an open and evolving e-infrastructure

TODO:

- Identify components we need to have rated
- Identify operators for those components
- Identify when to survey operators (for each IPR, a month after delivery, or on some other schedule)
- Identify what questions to ask operators

RACD Engagement Rating Metric

RACD Metric	Target	Subgoal
Software/service provider rating of our integration assistance	4 out of 5	Advance - Create an open and evolving e-infrastructure

TODO:

- Identify engagements that we need to have rated
- Identify contact that we wish to survey in this engagements
- Identify when to survey operators (prior to an IPR or annually)

- Identify what questions to ask the engagement contacts

What questions to ask in our surveys

- Lorna suggested that we use several related questions to produce a vague rating such as "quality"
 - For example, component quality might be the average of easy to install, easy to use, good documentation, and is performant

Tools

- We could embed some questions in the annual user satisfaction survey. These should be submitted to Lorna.
- We could prepare micro surveys to be advertised thru the XUP
- We could implement new survey collection functionality in the XCSR
 - We don't think this would take a lot of effort
 - Lorna thought it would be great if we could do this