

Metrics Worksheet

Metric	Title of item being measured	
Owner	Person responsible for the metric	
Stakeholder(s)	Individuals/groups with an interest in the process	
Operational Definition	Information the metric is intended to capture.	
Formula	Numerator & denominator	
Normalization	Adjustments to allow equal comparisons	
Precision	Number of decimal places	
Data Source	Where the data comes from.	
Frequency to Gather	How often data is gathered to create the metric	
Target	The desired level of performance.	
Baseline	Historical level to which the new metric will be compared.	
Benchmark (and Source)	Best practice results for the metric.	
Frequency to Report	How often the metric will be reported.	
Security	Constraints on access to the information	
Next Review Date	When the metric will be assessed for usefulness	