No Impediments

KPI Canvas

Use this to make sense of what you're currently measuring and decide whether to measure something else instead.

Team Name	Product	My Role	Date

Present State	Analysis	Action Plan
Current Metrics **⛫Enterprise** Cascaded OKRs and BHAGs, etc. **⛏Program** What is currently being measured in the ART, program, SOS, etc.? **❤Team** What is the team currently measuring?	**☀Bright Spots** What good data can we build on?	**☑Hypothesis** What will we try and what do we expect? We think if we: Then we hope:
	☘Storm Clouds What is troubling but not necessarily an urgent problem?	**🔎KPIs to Watch** What will we monitor to test our hypothesis? Choose at least 2 and no more than 5. Leading / Granular | Lagging / Holistic **Product:**
⚠Investigation What are our metrics telling us? What are they not telling us? What might be gaming or distorting them?	**⛈Storms** What is critical to address right now?	**Technical:**
	📂Data Sources Where can you potentially find data to confirm or verify your suspicions?	**Team:**

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Taxonomy of Metrics

	Leading / Granular	Lagging / Holistic
Economic	Revenue Renewals	Stock price OKR or BHAG
Product	Users online Abandoned Transactions	Net promoter score OKR or BHAG
Operational	User story cycle time Sprint completion	Feature cycle time Feature delivery reliability
Technical	Defect count Defect resolution time	Deployment success rate Mean time to recover (MTTR)

Definitions

Abandoned transactions: Instances where a user initiates a transaction and fails to complete it; occur in e-commerce, online banking, or other digital services that involves user interactions.
Big Hairy Audacious Goal (BHAG): a strategic concept that outlines ambitious, long-term objectives for organizations to strive towards
Defect count: Defect count: Total number of identified issues within a system/product.
Defect resolution time: Duration taken to fix identified issues.
Deployment success rate: Percentage of deployments completed without issues or failures.
Feature cycle time: Duration from start to completion of a feature development.
Feature delivery reliability: Consistency of timely feature releases without disruptions or failures.
Mean time to recover: Average duration to restore service after an incident.
Net promoter score: Measure of customer satisfaction and loyalty based on surveys.
Objective and Key Result (OKR): Framework for setting and measuring organizational goals and outcomes.
User story cycle time: Time taken to complete a user story from initiation.
Users online: Number of individuals currently active or engaged online.