web
version
2024
v.1.1

Ability to Innovate

Innovation Rate

Designed by Magdalena Firit
magdalenafirit.com

A2I Innovation Rate

The percentage of effort or cost spent on new product capabilities, divided by total product effort or cost. This provides insight into the capacity of the organization to deliver new product capabilities.

Ability to Innovate

Defect Trends

Designed by Magdalena Firit
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A2I Defect Trends

Measurement of change in defects since last measurement. A defect is anything that reduces the value of the product to a customer, user, or to the organization itself. Defects are generally things that don't work as intended.

Ability to Innovate

On-Product Index

Designed by Magdalena Firit
magdalenafirit.com

A2I On-Product Index

The percentage of time teams spend working on product and value.

Ability to Innovate

Installed Version Index

Designed by Magdalena Firit
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A2I Installed Version Index

The number of versions of a product that are currently being supported. This reflects the effort the organization spends supporting and maintaining older versions of software.

Ability to Innovate

Technical Debt

Designed by Magdalena Firit
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A2I Technical Debt

A concept in programming that reflects the extra development and testing work that arises when "quick and dirty" solutions result in later remediation. It creates an undesirable impact on the delivery of value and an avoidable increase in waste and risk.

Ability to Innovate

Production Incident Count

Designed by Magdalena Firit
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A2I Production Incident Count

The number of times in a given period that the Development Team was interrupted to fix a problem in an installed product. The number and frequency of Production Incidents can help indicate the stability of the product.

Ability to Innovate

Active Product (Code) Branches

Designed by Magdalena Firit
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A2I Active Product (Code) Branches

The number of different versions (or variants) of a product or service. Provides insight into the potential impact of change and the resulting complexity of work.

Ability to Innovate

Time Spent Merging Code Between Branches

Designed by Magdalena Firit
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A2I Time Spent Merging Code Between Branches

The amount of time spent applying changes across different versions of a product or service. Provides insight into the potential impact of change and the resulting complexity of work.

Ability to Innovate

Time Spent Context-Switching

Designed by Magdalena Firit
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A2I Time Spent Context-Switching

Examples include time lost to interruptions caused by meetings or calls, time spent switching between tasks, and time lost when team members are interrupted to help people outside the team can give simple insight into the magnitude of the problem.

Ability to Innovate

Change Failure Rate

Designed by Magdalena Firit
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A2I Change Failure Rate

The percentage of released product changes that result in degraded service and require remediation (e.g. hotfix, rollback, patch). For more information, see the DORA 2019 report.

Ability to Innovate

Employee Engagement

Designed by Magdalena Firit
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A2I Employee Engagement

A measure of the degree to which employees are aligned with and bought-in to the organization's goals.

Current Value

Revenue per Employee

Designed by Magdalena Firit
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CV Revenue per Employee

The ratio (gross revenue / # of employees) is a key competitive indicator within an industry. This varies significantly by industry.

Current Value

Product Cost Ratio

Designed by Magdalena Firit
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CV Product Cost Ratio

Total expenses and costs for the product(s)/system(s) being measured, including operational costs compared to revenue.

Current Value

Employee Satisfaction

Designed by Magdalena Firit
magdalenafirit.com

CV Employee Satisfaction

Some form of sentiment analysis to help gauge employee engagement, energy, and enthusiasm.

Current Value

Customer Satisfaction

Designed by Magdalena Firit
magdalenafirit.com

CV Customer Satisfaction

Some form of sentiment analysis to help gauge customer engagement and happiness with the product.

Current Value

Customer Usage Index

Designed by Magdalena Firit
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CV Customer Usage Index

Measurement of usage, by feature, to help infer the degree to which customers find the product useful and whether actual usage meets expectations on how long users should be taking with a feature.

Unrealized Value

Potential Market Share

Designed by Magdalena Firit
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UV Potential Market Share

The potential market share that the product might achieve if it better met customer needs.

Unrealized Value

Customer or User Satisfaction Gap

Designed by Magdalena Firit
magdalenafirit.com

UV Customer or User Satisfaction Gap

The difference between a customer or user's desired experience and their current experience.

Unrealized Value

Desired Customer Experience or satisfaction

Designed by Magdalena Firit
magdalenafirit.com

UV Desired Customer Experience or satisfaction

A measure that indicates the experience that the customer would like to have.

Time-to-Market

Build and Integration Frequency

Designed by Magdalena Firit
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T2M Build and Integration Frequency

The number of integrated and tested builds per time period. For a team that is releasing frequently or continuously, this measure is superseded by actual release measures.

Time-to-Market

Release Frequency

Designed by Magdalena Firit
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T2M Release Frequency

The number of releases per time period, e.g. continuously, daily, weekly, monthly, quarterly, etc. This helps reflect the time needed to satisfy the customer with new and competitive products.

Time-to-Market

Release Stabilization Period

Designed by Magdalena Firit
magdalenafirit.com

T2M Release Stabilization Period

The time spent correcting product problems between the point the developers say it is ready to release and the point where it is actually released to customers. This helps represent the impact of poor development practices and underlying design and code base.

Time-to-Market

Mean Time to Repair

Designed by Magdalena Firit
magdalenafirit.com

T2M Mean Time to Repair

The average amount of time it takes from when an error is detected and when it is fixed. This helps reveal the efficiency of an organization to fix an error.

Time-to-Market

Customer Cycle Time

Designed by Magdalena Firit
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T2M Customer Cycle Time

The amount of time from when work starts on a release until the point where it is actually released. This measure helps reflect an organization's ability to reach its customer.

Time-to-Market

Lead Time

Designed by Magdalena Firit
magdalenafirit.com

T2M Lead Time

The amount of time from when an idea is proposed, or a hypothesis is formed until a customer can benefit from that idea. This measure may vary based on customer and product. It is a contributing factor for customer satisfaction.

Time-to-Market

Lead Time for Changes

Designed by Magdalena Firit
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T2M Lead Time for Changes

The amount of time to go from code-committed to code successfully running in production. For more information, see the DORA 2019 report.

Time-to-Market

Deployment Frequency

Designed by Magdalena Firit
magdalenafirit.com

T2M Deployment Frequency

The number of times that the organization deployed (released) a new version of the product to customers/users. For more information, see the DORA 2019 report.

Time-to-Market

Time to Restore Service

Designed by Magdalena Firit
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T2M Time to Restore Service

The amount of time between the start of a service outage and the restoration of full availability of the service. For more information, see the DORA 2019 report.

Time-to-Market

Time-to-Learn

Designed by Magdalena Firit
magdalenafirit.com

T2M Time-to-Learn

The total time needed to sketch an idea or improvement, build it, deliver it to users, and learn from their usage.

Time-to-Market

Time to remove Impediment

Designed by Magdalena Firit
magdalenafirit.com

T2M Time to remove Impediment

The average amount of time from when an impediment is raised until when it is resolved. It is a contributing factor to lead time and employee satisfaction.

Time-to-Market

Time to Pivot

Designed by Magdalena Firit
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T2M Time to Pivot

A measure of true business agility that presents the elapsed time between when an organization receives feedback or new information and when it responds to that feedback; for example, the time between when it finds out that a competitor has delivered a new market-winning feature to when the organization responds with matching or exceeding new capabilities that measurably improve customer experience.