

Performance Metrics and Enterprise Data Architecture (EDA)

In User-centric EDA, we are focused on delivering value to the end-user, and to do this we measure and track our performance results to ensure that we are meeting EDA program and end-user goals.

In general, you can't manage, what you don't measure.

In User-centric EDA, we measure both program and product metrics.

- **Program metrics**—measures of the major program areas in EDA; these include development, maintenance, and use of architecture products and governance services. Examples of program measures includes: information products developed per time period, total information products under maintenance ('the maintenance burden'), and under usage—EDA system reviews conducted at ITB and the Business areas, Product and Standard reviews conducted at the agency, end-user information requests fulfilled, departmental decision requests supported, external data call responded to, EDA website hits, and so on.
- **Product metrics**—measures of the amount of data (functions, information objects-big data, systems-data warehouse, technologies, etc.) and their attributes in the EDA products and repository; this is used to understand that breadth and depth of the architecture information being provided to end-users and to ensure that it is the 'right' information in terms of its scope to enhance decision-making. Additionally, the products measure to help understand the general complexity of the information areas, and the challenge of maintaining them and keeping them relevant in terms of currency, accuracy, and completeness.

One of the perspectives or views of information in the EDA is performance measures for the enterprise. EDA is not only the repository for those corporate measures, but EDA itself develops and uses performance measures to ensure that it is meeting enterprise goals and end-user requirements.