

Resources for Chapter 10 – Measurement

RESOURCES

- Evaluating a measurement

Evaluating a measurement

The organisation should assess any existing or proposed measurement against these qualities to determine which are likely to be most informative. If the answer to any of these questions is “No”, explore other possible measures or look to compensate for shortcomings.

Is my measure ...	
RELIABLE?	<p>Can it be consistently measured in a repeatable way?</p> <p>Is it reproducible? If NOT, are there known explanations of sources of uncertainty which are acceptable to all stakeholders (even if they dominate the values)?</p>
SUSTAINABLE?	<p>Is it cheap to gather? If it needs to be computed frequently, is the metric’s source data cheap to gather?</p> <p>Can it be quickly evaluated? Are the costs of evaluation low enough that it is useful for those who will use it?</p> <p>Is solid data readily available?</p>
MEASURABLE?	<p>Can it be expressed as a cardinal number or percentage?</p> <p>Is there an accepted unit of measure?</p> <p>Can it be accurately measured? If NOT, is the distance between “true” and “real” measurement acceptable to stakeholders?</p> <p>Is it precise enough to be useful?</p> <p>Are measurements current enough to be useful, or time-stamped to a precision that makes them traceable?</p>
OBJECTIVE?	<p>Are measurements free of influence from the measurer’s will or personal feeling?</p> <p>Is it unbiased?</p> <p>Can it be determined as being correct in an objective way?</p> <p>Is the process or system for collecting measurements correct according to its specification?</p>
SCOPED?	<p>Is it contextually specific?</p> <p>Is the domain in which it applies clearly defined? Conversely, does it overlap with other measurements?</p> <p>Is it meaningful to stakeholders, and does it reflect the meaning of what it is expected to be measuring?</p> <p>Is it relevant to stakeholders?</p> <p>Is it easy to interpret?</p>
INSTRUMENTABLE?	<p>Can it be automated through tool support?</p> <p>Is it sufficiently non-intrusive?</p> <p>Is the measurement process scalable?</p> <p>Is the measurement process portable to other environments?</p> <p>Can the measurement process, and environment being measured, be adequately controlled?</p>
TRANSPARENT?	<p>Can it be proved that it actually measures what it is supposed to?</p> <p>Can real evidence be gathered to demonstrate that it meets objectives?</p> <p>Is there an intended audience within or outside the organisation?</p> <p>Can the distance between the specified state (“should be”-state) and the real operational state (“as is”-state) be known?</p> <p>Is it objective, rather than subjective?</p>
PROGRESSIVE? (Information Assurance)	<p>Over time, can it demonstrate progression toward a goal?</p> <p>Is it possible to compare a measurement to previous measurements, targets, or benchmarks?</p> <p>Does it relate to a specific business goal?</p> <p>Are targets linked with achievable expectations?</p> <p>Are there stakeholders within the organisation capable of creating, using, and refining it?</p>