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Towards a common approach on KPIs from e-Infrastructures

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Key Performance Indicators (KPIs) will play an important role in monitoring the development of projects and services of research infrastructures and e-Infrastructures, and their commitment to the principles of Open Science. They help measure the effectiveness of investments in infrastructure, and can provide convincing arguments for sustainable support to funders.

The joint presentation of the EU-funded projects e-IRGSP5 and eInfraCentral will explain how the projects work together on developing methodologies to collect and aggregate Key Performance Indicators (KPIs) and other performance-related information from European e-Infrastructures and several key projects. e-IRGSP5 places a strong emphasis on financial and policy indicators and is interested in developing a broad overview of metrics used by e-infrastructures and related projects, whereas eInfraCentral is focused on operational KPIs.

For objective criteria to exist and for any comparison to be meaningful, there needs to be an agreement among the e-infrastructures community on a lightweight and easy-to-use framework based on reliable data and meaningful metrics. Currently, some e-Infrastructures have existing methodologies to assess their own performance. However, due to a lack of consensus on how KPIs should be categorized and calculated, this information is difficult to interpret and compare.Thus, a process to obtain, categorize and present them to the public has been defined and is being implemented, fostering collaboration across the e-infrastructure community.

Along with the metrics gathered and their initial analysis, some state of the art KPI examples will be presented. These were obtained from specific projects tasked to suggest financial and policy related KPIs, such as e-Fiscal and LEARN, as well as the GEANT and EGI Compendia. From our analysis of these state of the art KPIs, we suggest a basic minimum set of general financial and policy KPIs for projects to adhere to, and to possibly expand upon with more project-specific KPIs. In addition, we will suggest a common vocabulary to define KPIs and related metrics, in an effort to standardize terminology across performance monitoring efforts in e-infrastructures.

In addition, we will present the preliminary results of an active discussion with e-Infrastructures with the goal of developing a common approach that can be used to collect data and analyse KPIs. We believe that European e-Infrastructure projects and the EOSC can benefit from a structured exchange of know-how and practices on KPIs and related metrics in providing robust information to funders and policy makers on their success and in developing and improving the services offered.

Type of abstract

Presentation

Summary

Key Performance Indicators (KPIs) play an important role in monitoring the development of projects and services of Research Infrastructures and e-Infrastructures, and their commitment to the principles of Open Science. e-Infrastructures already collect such indicators, but this information is very diverse and thus difficult to interpret and compare. A process to obtain, categorize and present KPIs to the public has been defined and is being implemented. From our analysis of state of the art KPIs a basic minimum set of general KPIs for projects is suggested, which then can be expanded with more project-specific KPIs.

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