

## LCAG Metrics Report Release 2

### 1. What it is.

The LCAG Metrics Report is a measurement tool that retrieves and displays process statistics from the CLDS data tables. The application presents current and historical time-in-process data in both tabular and graphic formats.

### 2. Background.

Certain LCAG work items are subject to specific time commitment agreements between LCAG and their clients. The LCAG Metrics Report is a tool for tracking how well these commitments are met and for providing real-time status of work in progress.

### 3. How it works.

Selected LCAG work items have timestamps and status codes associated with them. An automatically received work request is stamped with the time received and the requester, and is given a code that indicates it is Pending - waiting for pickup by an LCAG clerk. When the request is picked up by an LCAG clerk, the PickedUp timestamp is added as is the id of the clerk handling the request, and the status changes to In Progress. When the request is either completed successfully or rejected for lack of information, the status is changed to either Complete or Rejected and the completion time stamp and clerk id (more than one clerk may have worked on a request) are added.

Each received request is given a number for tracking purposes and the various status entries for a specific request can be grouped together by using that number. This allows the time between events (receipt, pickup, completion) to be tracked, as well as time in current status.

The LCAG Metrics Report has dropdown boxes for entry of the starting and ending dates and times for the report. There is also a one button request for the current day's metrics, a report on the events in the time period from 12:01AM to the present time. The default report provides metrics on all requests in the selected time period, but has the option of reporting on a single user id.

Charts are provided for the various time intervals. All charts are available from the main display via a button click. The charts are sized dynamically, so that times which are only incrementally different can be differentiated and times which are far outside typical values are emphasized..

Data is extracted from the CLDS tables via a script that connects to CLDS, logs in, and runs a query based on the parameters set by the dropdown boxes and whether a user id was specified. The selected data from CLDS is placed into the display and into the respective charts.

Returned times have a time resolution of one minute.

Release 2 makes the Metrics Report expands on the Release 1 function of a "current day / previous day" tool, as it now recognizes weekends and computes the actual work time elapsed during multiple midnight crossings, instead of adding twelve hours for each midnight crossed.

The times presented in the current report are times between events (Pending to Pickup, Pickup to Completion). There are summary fields which show the total number of Pending and In Progress requests. There is no cumulative time field that shows the total time to process a request.

The data returned from CLDS can be sorted by user id or by request type. All entries for a specific request will be grouped together and in time order within that sort category.

Additionally, the number of requests of each type that were processed by a specific user id, or by the entire group, for a specified time period can be displayed. There is an extension of this report that provides a summary of requests processed and serves as an indicator of which days a specific user was present and processed at least one request.