

Geospatial Enterprise Office

Performance Measures

Quality – Did they get what they want?

- % initial completion of Framework themes
- Standards development
 - % standards adopted
 - # standards adopted
- # of data sharing agreements
- Participation in GIS enhancements
 - Single agency
 - Multi-agency
 - Enterprise
- Organizational involvement in program
 - % agencies involved
 - # of agencies involved
 - attendance at OGIC and other meetings

Efficiency – Did they get it when they wanted it?

- Framework development targets met
- Data Sharing
 - # of customer data requests
 - Timeliness of response to requests
 - Effectiveness of response to requests
 - # of customized data sets
 - Assistance with data/interfaces
- # of suggested improvements
- Feedback on data downloaded
- Feedback on customer assistance

Customer Satisfaction – Did it meet their needs?

- % of shared data sets that meet agreed standards
- Number of customers using feature streaming service
- Number of customers using interactive web mapping service
- # of suggested improvements
- Feedback on data downloaded
- Feedback on customer assistance