Application of Health Metrics in a Cross-sector Software Ecosystem

JOHAN LINÅKER, PHD
About Johan
What do I mean by ecosystem?
Metaphor from Biology
Android’s ecosystem
JobTech Dev

JobTech Development Extensions
(Open Gov Data and Open Source Software)
JobTech Development Extensions
(Open Gov Data and Open Source Software)

JobTech Dev

JobTech MyData
JobTech Dev

JobTech Development Extensions
(Open Gov Data and Open Source Software)

JobTech Search
JobTech Dev

JobTech Development Extensions
(Open Gov Data and Open Source Software)
Ecosystem health
• Productivity
  - ecosystem's ability to create new functionality based on the input of materials.

• Robustness
  - ecosystem’s ability to survive shocks and disruptions.

• Niche creation
  - ecosystem's ability to attract a diversity of actors focused on different niches in terms of their value creation.
• Goal logic for health metrics
  – Decrease unemployment
  – Improve digital match-making and guidance
  – Enable actors in the JobTech space improve services
  – Create opportunities through a healthy JobTech Dev ecosystem and platform
  – Improve Productivity, Robustness, and Niche Creation aspects
Productivity
- Actors
  - E.g., Visitors, API-keys
- Interactions
  - Activity on ticket, support and communication channels
- Contributions
  - Knowledge, data and technical
- Application
  - New applications of data
- Robustness
  - Actors
    - Size and maturity
  - Interactions
  - Contributions
  - Application
Niche creation
- Actors
  - Area of operations
- Interactions
- Contributions
- Application
• Lessons learned
  - Up front investments
  - Knowledge about community
  - Metric overflow
  - Abstraction level
  - Risk of overinterpretation
• Way forward
  – Start looking at the impact
  – Identify at stakeholders’ performance objectives and elicit KPIs
  – Bridge with ecosystem health metrics
  – Follow up and revise ecosystem metrics iteratively